

YOUR VOICE MATTERS!

We're committed to more than just hearing your feedback - we listen to it and act on it. Recently, we asked for your thoughts on the new Rechargeable Repairs Policy, and thanks to your input, we've made some changes to improve the document.

YOU SAID

There was a bit of confusion around some terms like specialist equipment, and fair wear and tear.

YOU SAID

What does "No means to pay" entail?

YOU SAID

There was some grey areas around 'non-emergency calls', what's urgent to one may not be to another.

YOU SAID

Policy mentions recharges for lack of access but doesn't list acceptable exceptions.

WE DID

Specialist equipment includes items such as stairlifts, custom doors, or mobility aids installed to meet specific needs.

WE DID

No means to pay refers to situations where a customer genuinely cannot afford to pay a recharge immediately. In these cases, colleagues will work with the customer to explore repayment options, financial support, or a reasonable payment plan.

WE DID

Emergency calls involve immediate health, safety, or security risks, for example, a gas leak, total loss of power, or an unsecure property.

WE DID

Acceptable exceptions for lack of access include, medical emergencies, Job Centre or similar compulsory appointments (this needs to be evidenced), bereavement or unexpected family emergencies.

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YOU SAID

More information on lost fob/keys i.e. a 'three strike rule, so the first 2 are free, then the third is charged.

YOU SAID

Is there a reasonable notice period for not being in to provide access? i.e. 24-48 hours

YOU SAID

Payment plans are mentioned but you would like to be assured in the notification letter that this will be proportionate to affordability and agreed with a staff member as well as the customer.

WE DID

The first two lost keys or fobs will be replaced free of charge (this includes the first set issued on sign up) The third replacement will incur a standard recharge unless there is evidence provided to suggest a crime has been committed.

WE DID

At least 48 hours' notice is required if you cannot provide access for scheduled work or inspections. If less notice is given without a valid reason, you may be charged. Exceptions apply for emergencies or unavoidable situations.

WE DID

Payment plans will always be based on the customer's ability to pay. Agreements will be discussed and confirmed with a staff member. The policy ensures customers can continue to afford essential living costs such as food and utilities. This ensures our recharge process is both fair and supportive.

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YOU SAID

Communal areas should be respected and misuse should be addressed with a stepped approach; informal reminder, warning, then a charge.

YOU SAID

When being notified of a recharge, you said you would like a verbal, initial heads up from a staff member so they have the opportunity to ask initial questions then a letter.

YOU SAID

The policy covers exemptions if the police are called and a crime reference is provided, but what would happen in a medical emergency and had to break something i.e. a window is the only exit point during a fire? Would there be a charge?

WE DID

- 1) Informal reminder - a reminder of expected standards.
- 2) Formal warning - a written notice if misuse continues.
- 3) Recharge - applied only if previous steps have not resolved the issue. Items of immediate risk will be removed and disposal recharged where the owner is evidenced.

WE DID

Customers will now receive a verbal notification from a colleague before a formal recharge letter is issued. This gives customers a chance to ask questions or raise concerns early. The written letter will clearly outline: why the recharge is being applied, how to appeal the decision and who to contact for support.

WE DID

If damage occurs during a verified emergency situation, such as a medical emergency or fire evacuation, the customer will not be charged. For example, if a window is broken as the only exit during a fire, the cost will be waived. This exemption now sits alongside existing crime-related exemptions (where a police reference is provided)