



Procedure: Recharge

Approved by: Leadership Group

Date 4th November 2025

Approved:

Frequency of review: Every 3 years

1. PURPOSE

This procedure has been developed to ensure all Broadland entities complies with current legislation, regulatory expectations and good practice. It has also been developed to ensure fairness and consistency to anyone who is subject to a recharge.

Please refer to the Recharge Policy for Scope, Responsibilities, Data Protection, Legislative, and Regulatory Requirements, etc.

2. KEY STAFF RESPONSIBILITIES

Senior management

Have overall responsibility for the business plan relating to provide a high quality, value for money services that make the best use of available resources and to enforce all aspects of the Tenancy, Licence, and Leasehold Agreements.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy. This policy will mainly be used by Customer Services Team, Scheduling Team, Income Team, Local Delivery Teams, and the Finance Transaction Team.

3. DEFINITIONS

Broadland – All entities of Broadland Housing Group

H&S – Health & Safety

EIA – Equality Impact Assessment

Recharge – Where Broadland have incurred costs for work or services that fall outside of our accepted area of responsibility as listed below:

- The tenancy agreement defines the Tenant(s) responsibilities and the obligations of the Landlord.

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- The licence agreement defines the Licence Holder(s) responsibilities and the obligations of the Landlord.
- The terms of the lease defines the Leaseholder(s) responsibilities and the obligations of the Landlord.

Resident – Any current or former

Tenant(s)/Licencee(s)/Leaseholder(s)/Homeowner(s), who is also responsible for the actions of any visitors to their address.

Supplier – A company responsible for carrying out work or providing services to Broadland.

4. RELATED DOCUMENTS

Recharge Policy
 Income Collection Policy
 Responsive Repairs Policy
 Empty Homes Policy
 Domestic Abuse Policy
 Home repairs - who is responsible leaflet.
 Alteration Form
 Recharge Form
 Rent Adjustment
 M3NHF Schedule of Rates Version 8

5. OVERVIEW

5.1 Rechargeable repairs/works

- 5.1.1 The member of staff who receives the report of the repair will assess whether the repair is the responsibility of Broadland or the tenant, in most occasions this will be a Customer Service Advisor.
- 5.1.2 If the resident is responsible for the repair, the member of staff will make them aware of this, the resident will be notified that they are able to in most circumstances arrange for the repair to be completed by a contractor of their choice or referred to their insurance company. Broadland reserves the right to remove this option for works that have the potential to cause damage or harm to the residents or the property.
- 5.1.3 Where work is not done or not completed to the agreed standard or appropriately qualified contractors are not used we reserve the right to charge residents for any subsequent work required.
- 5.1.4 If the resident refuses to accept responsibility for the repair, it may be appropriate to arrange a pre inspection to confirm responsibility if there is doubt over the diagnoses and limit the potential of incorrectly refusing a repair that later leads to a disrepair or right to repair challenge.

5.2 Fly-tipping

- 5.2.1 Clearance of any items or waste which has been dumped or fly-tipped on Broadland land or property, every case is investigated and every effort made to establish who is responsible and recharge invoices issued.
- 5.2.2 Where we have a consistent issue with fly tipping in a communal area and we have been unable to identify those responsible we may look to split the recharge costs across all customers living in the building.

5.3 End of tenancy & Mutual exchanges

- 5.3.1 We will carry out a pre empty homes inspection which will tell the resident what they need to arrange before leaving the property.
- 5.3.2 When a resident gives us 28 days notice to end their tenancy, we aim to conduct the pre empty homes inspection within 7-10 days of the receiving the notice.
- 5.3.3 It will not always be possible for us to issue a full list of requirements at this point due to possessions being in the property or damage being caused after inspection.
- 5.3.4 Where repairs remain outstanding after the end of the tenancy a recharge cost will be applied this will include any clearance costs and garden maintenance.

5.4 Legal Fees

- 5.4.1 We will recharge a resident for legal fees Broadland incur through action taken against a tenancy, license, or lease. Examples, although not limited to, include: Possession Claims, Injunctions, and Forfeiture of Lease.
- 5.4.2 Legal fees that have been awarded as part of a judgement or order granted by the courts cannot be disputed.

5.5 Disputing a Recharge

- 5.5.1 We will investigate all disputes of recharges within 14 days of the recharge being disputed.
- 5.5.2 Where a recharge is being disputed, we will provide the relevant evidence to determine why the recharge has been incurred within 14 days of the dispute being raised.
- 5.5.3 For recharges in excess of £100, only a relevant Supervisor/Team Leader/Manager can uphold the decision to waive the recharge.

5.6 Determining the cost of a recharge

- 5.6.1 We will use Appendix A to calculate the cost of the majority of repair related recharges.
- 5.6.2 Where a recharge has been determined that is not detailed in Appendix A, only a relevant manager can determine the cost.
- 5.6.3 Where a manager determines the cost of the recharge, they must be able to evidence their calculations.
- 5.6.4 We will charge VAT for recharges related to our current residents, former residents we will not charge VAT.

5.7 Processing a Recharge

- 5.7.1 We will aim to automate recharge processing where possible.
- 5.7.2 Where the recharge cannot be processed automatically, a Recharge Form will need to be completed, countersigned and sent to our Finance Transaction Team for processing.
- 5.7.3 When processed and payment has not been received, the Income Team will be notified to follow their collection process.

5.8 Notifying of the Recharge

- 5.8.1 We will notify the resident as soon as possible of the recharge but this could take up to 28 days.

5.9 Payments

- 5.9.1 We will follow our Income Collection Policy & Procedures for payment.

6. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Group policy and meeting the needs of our stakeholders.

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Appendix A - Table of frequently used Recharges

Replacement Fobs & Communal Keys

We will charge £30.00 (+VAT for current residents) for each replaced fob or communal door entry key where the resident is at fault for either damaging or losing the original provided to them.

The below list is not exhaustive, for anything not listed, please refer to the M3NHF Schedule of Rates Version 8 for further information.

Short Description	Section	Cost Unit	Current Residents	Former Residents	
			Cost Ex Vat	VAT	Cost Inc VAT
DOUBLE GLAZED UNIT:REGLAZE UPTO 1SM-CLEAR LOW E	Window	Each	88.46	17.69	106.15
DOUBLE GLAZED UNIT:REGLAZE OVER 1.0SM-CLEAR LOW E	Window	Per Meter	149.92	29.98	179.90
DOOR:HIGH PERFORMANCE COMPOSITE BACK DOOR	Door	Each	801.82	160.36	962.18
DOOR:HIGH PERFORMANCE COMPOSITE FRONT DOOR	Door	Each	877.77	175.55	1053.32
DOORSET:HIGH PERFORMANCE COMPOSITE FD30 BACK	Door	Each	1,543.69	308.74	1852.43
DOORSET:HIGH PERFORMANCE COMPOSITE FD30 FRONT	Door	Each	1,625.03	325.01	1950.04
DOOR:RENEW FL AND B DOOR	Door	Each	282.81	56.56	339.37
DOOR:RENEW INTERNAL PLY FLUSH	Door	Each	158.98	31.80	190.78
DOOR:RENEW INTERNAL HARDBOARD FACED	Door	Each	149.62	29.92	179.54
DOOR:RENEW INTERNAL EMBOSSED PANELLED	Door	Each	157.08	31.42	188.50
DOOR:RENEW FD30 FIRE INTERNAL	Door	Each	322.73	64.55	387.28
DOOR:RENEW FD30 FIRE INTERNAL - PREFINISHED	Door	Each	335.19	67.04	402.23
GARAGE DOOR:RENEW METAL UP AND OVER AND FRAME	Door	Each	887.47	177.49	1064.96
WORKTOP:RENEW NE 40MM THICK POST FORMED	Kitchen Unit	Per Meter	46.6	9.32	55.92
KITCHEN UNIT:RENEW BASE UNIT DOOR	Kitchen Unit	Each	83.21	16.64	99.85

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KITCHEN UNIT:RENEW WALL UNIT DOOR	Kitchen Unit	Each	78.9	15.78	94.68
KITCHEN UNIT:RENEW PLINTH	Kitchen Unit	Per Meter	29.48	5.90	35.38
KITCHEN UNIT:RENEW DRAWER BOX COMPLETE	Kitchen Unit	Each	68.79	13.76	82.55
LOCK:RENEW 5L MORTICE COMPLETE	Lock	Each	59.54	11.91	71.45
LOCK:RENEW 5L MORTICE DEADLOCK	Lock	Each	60.61	12.12	72.73
DOOR:RENEW MULTIPoint LOCK	Lock	Each	147.46	29.49	176.95
LOCK:RENEW EUROLOCK CYLINDER	Lock	Each	39.64	7.93	47.57
EVICTION ATTENDANCE:CHANGE FRONT REAR DOOR LOCKS	Eviction	Each	186.15	37.23	223.38
OPENING:BOARD UP WITH 12MM STERLING OR PLYWOOD	Board Up	Each	40.34	8.07	48.41
GARAGE:BOARD UP WITH 12MM STERLING OR PLYWOOD	Board Up	Each	77.87	15.57	93.44
SINK TOP:RENEW SINGLE DRAINER TOP & TAPS	Plumbing	Each	334.03	66.81	400.84
WC SUITE:RENEW LOW LEVEL WITH PLASTIC CISTERN	Plumbing	Each	329.01	65.80	394.81
WC SUITE:RENEW LOW LEVEL WITH CHINA CISTERN	Plumbing	Each	386.28	77.26	463.54
WC SUITE:RENEW CLOSE COUPLED	Plumbing	Each	335.91	67.18	403.09
WC PAN:RENEW SEAT COMPLETE	Plumbing	Each	31.72	6.34	38.06
BASIN:RENEW COMPLETE WITH PEDESTAL TAPS	Plumbing	Each	285.9	57.18	343.08
BASIN:RENEW ON BRACKETS COMPLETE TAPS	Plumbing	Each	259.55	51.91	311.46
BATH:RENEW 1700MM STEEL WITH TAPS	Plumbing	Each	631.3	126.26	757.56
SHEET FLOORING:RENEW VINYL	Flooring	Per Meter	41.9	8.38	50.28
CARPET:RENEW TO DOMESTIC AREAS	Flooring	Per Meter	27.5	5.50	33.00
LAMINATE FLOORING:TAKE UP AND MAKE GOOD	Flooring	Per Meter	28.72	5.74	34.46
WALL TILES:HACK OFF AND MAKE GOOD	Flooring	Per Meter	15.53	3.11	18.64
FLOOR TILES:HACK UP CERAMIC/QUARRY TILES	Flooring	Per Meter	12.4	2.48	14.88

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COMMUNAL WASTE CLEARANCE:CALOR GAS BOTTLES	Clearance	Each	32.62	6.52	39.14
COMMUNAL WASTE CLEARANCE:CAR OR VAN BATTERIES	Clearance	Each	22.53	4.51	27.04
COMMUNAL WASTE CLEARANCE:CAR TYRES	Clearance	Each	18.72	3.74	22.46
COMMUNAL WASTE CLEARANCE:COOKERS	Clearance	Each	45.05	9.01	54.06
COMMUNAL WASTE CLEARANCE:FLUORESCENT TUBES	Clearance	Each	5.35	1.07	6.42
COMMUNAL WASTE CLEARANCE:FRIDGES, FREEZERS	Clearance	Each	70.21	14.04	84.25
COMMUNAL WASTE CLEARANCE:HUMAN DEBRIS, SHARPS ETC	Clearance	Each	74.3	14.86	89.16
COMMUNAL WASTE CLEARANCE:PAINT CANS	Clearance	Each	5.35	1.07	6.42
COMMUNAL WASTE CLEARANCE:SINGLE BED MATTRESS	Clearance	Each	18.49	3.70	22.19
DOMESTIC WASTE CLEARANCE:TV AND COMPUTER MONITORS	Clearance	Each	7.61	1.52	9.13
DWELLING:CLEAN TO LETTABLE STANDARD	Cleaning	Each	130.18	26.04	156.22
DWELLING:CLEAR ENVIRONMENTALLY DIRTY	Clearance	Each	649.46	129.89	779.35
DWELLING:CLEAR EXCEPTIONALLY DIRTY	Clearance	Each	335.83	67.17	403.00
DWELLING:CLEAR OUT COMPLETE	Clearance	Each	117.02	23.40	140.42
DWELLING:FLEA BOMBING	Pest Control	Each	128.23	25.65	153.88
WALL:FIX NE 12.5MM PLASTERBOARD 3MM SKIM COAT	Plasterwork	Per Meter	28.93	5.79	34.72
WALL:FIX NE 12.5MM PLASTERBOARD TWO COAT FINISH	Plasterwork	Per Meter	39.58	7.92	47.50
BASIN OR SINK:CLEAR BLOCKAGE	Drainage	Each	15.47	3.09	18.56
BATH:CLEAR BLOCKAGE TO WASTE	Drainage	Each	25.97	5.19	31.16
WC PAN:CLEAR BLOCKAGE	Drainage	Each	44.94	8.99	53.93
SHOWER:CLEAR BLOCKAGE	Drainage	Each	29.48	5.90	35.38
SOCKET:RENEW 13A SINGLE PLATE	Electrical	Each	15.58	3.12	18.70
SOCKET:RENEW 13A DOUBLE PLATE	Electrical	Each	17.88	3.58	21.46
LIGHT:RENEW FLEX LAMPHOLDER ROSE	Electrical	Each	18.58	3.72	22.30
LIGHT:RENEW BATTEN HOLDER	Electrical	Each	13.51	2.70	16.21
SWITCH:RENEW 20A DP SWITCH	Electrical	Each	32.21	6.44	38.65

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SMOKE DETECTOR:RENEW WITH OPTICAL TYPE	Electrical	Each	124.12	24.82	148.94
HEAT DETECTOR:RENEW	Electrical	Each	75.59	15.12	90.71
MULTI SENSOR:RENEW HEAD AND BASE NON DOM	Electrical	Each	148.91	29.78	178.69
TEST:OCCUPIED PROPERTY CERTIFICATE	Electrical	Each	131.07	26.21	157.28
TEST:UNOCCUPIED PROPERTY CERTIFICATE	Electrical	Each	156.28	31.26	187.54

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