



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Recharges Policy



February 2026

Contents

Page

- 4. Purpose and Context
- 4. Policy Statement
- 4. Policy
- 5. Policy Arrangements
- 6. Review

Appendix

- A Equality Impact Assessment Form
- B Estimated Costing
- C Payment Arrangements Flowchart

***NOTE:** This is a mandatory form and must be appended to all strategy and policy documents – EIA Template to be used*



DOCUMENT MANAGEMENT	
Approved by: Board Date of approval: February 2026	Next Review Date: February 2027 <i>Version C</i>
Contact Officer: (Duty Holder) Katie Macey Head of Finance Contact: (Responsible Person) Katie Macey Head of Finance	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:
1. Corporate Debt Policy
2. Tenancy Agreement
3. Lease Agreement
4. NPH Complaints and Feedback Policy

REVISION HISTORY				
Revision date	Previous revision date	Summary of Changes	Changes marked	Version
February 26	June 24	Change to financial collections	N	C
June 24		New Template, business name change, role changes, streamline	N	B
		Creation		A

DISTRIBUTION – This document has been distributed to:			
Name	Job Title	Date of Issue	Version



1. Purpose and Context

- 1.1 Northamptonshire Partnership Homes (NPH) is committed to providing a high quality and customer-focused service that satisfies both its legal and statutory obligations. This policy defines rechargeable costs, sets out the circumstances in which rechargeable costs will be applied, and outlines the mechanism for the recovery of costs incurred.

2. Policy Statement

- 2.1 The repair responsibilities of NPH as managing agent for West Northants Council (WNC) are set out in the Tenancy Agreement or Lease Agreement.
- 2.2 In circumstances where remedial works or renewals are required due to a tenant/leaseholder, their family, guests or visitors deliberately or accidentally damaging any fixtures or fittings in their home, it is the responsibility of the tenant/leaseholder to make good the damage; otherwise NPH will undertake the necessary remedial or renewal work and seek to take payment in advance of the works being carried out, or retrospectively recover the cost from the tenant/leaseholder.
- 2.3 This includes current tenanted properties, voids and mutual exchanges.

3. Policy

- 3.1 The tenant/leaseholder responsibility for repairs and maintenance are set out in Part F of the Tenancy Agreement / Lease Agreement.
- 3.2 Rechargeable costs are defined as any work incurring cost to the landlord where the responsibility lies with the tenant/leaseholder. Such works include but are not limited to:
- 3.2.1 Deliberate or accidental damage to something in your home or the communal area.
 - 3.2.2 Repairs over and above expected 'wear and tear'
 - 3.2.3 Emergency call out, which is not an emergency
 - 3.2.4 Lock change for loss of keys
 - 3.2.5 Repairs due to unauthorised alterations / DIY
 - 3.2.6 Missed appointments
 - 3.2.7 Non-access for compliance / regulator checks such as boilers, etc.
 - 3.2.8 Disposal of waste
- 3.3 This policy includes homes; external space linked to the home and garages.
- 3.4 This policy includes work completed by in-house operatives and subcontractors.



4. Policy Arrangements

- 4.1 There are seven scenarios:
- 4.1.1 If the works required are seen to be due to genuine ‘wear and tear’ there will be no charge.
 - 4.1.2 If the works are identified per the definition in section 3.2 when reported and it is not a risk to health and safety, then the job cost will be estimated as the table in Appendix B and the monies taken at that point, else no job will be raised. When the works are complete the recharge (the actual cost of the job plus the callout fee) will be added to the rent account, offset with the monies previously taken. Any outstanding value will then be chased for payment.
 - 4.1.3 If the works are identified per the definition in section 3.2 when reported and it is a risk to health and safety, then the job cost will be estimated as the table in Appendix B and the monies taken at that point or will be added to the rent account as a debt. When the works are complete the recharge (the actual cost of the job plus the callout fee) will be added to the rent account, offset with the monies previously taken. Any outstanding value will then be chased for payment.
 - 4.1.4 If the works are identified per the definition in section 3.2 when the operative / contractor is on site, and it is not a risk to health and safety, then the tenant will be informed that this job is rechargeable, if the tenant then does not want the work complete, the job is closed, but a callout fee (see Appendix B) will be charged to the rent account as a debt. When works are complete the recharge (the actual cost of the job plus the callout fee) will be added to the rent account, and the debt chased.
 - 4.1.5 If the works are identified per the definition in section 3.2 when the operative / contractor is on site, and it is a risk to health and safety, then the tenant will be informed that this job is rechargeable. If the tenant disagrees with the recharge, then the works will be completed and the job referred to the team leader for a further conversation with the tenant. After referral the actual cost of the job plus the callout fee may still be charged to the rent account and the debt chased.
 - 4.1.6 If a pre-void inspection takes place, the tenant will be provided with a list of rechargeable works, these are to be completed by the tenant prior to handing back the keys. If the works are not complete, then NPH will undertake the works and recharge the tenancy with the cost (if the new tenancy is within WNC, it will be added to the new tenancy, if not, it will be added to the old tenancy and chased as a bad debt).
 - 4.1.7 If a pre-void inspection does not take place, then if any works are required and they meet the definition in 3.2, then these will be recharged to the tenancy (if the new tenancy is within WNC, it will be added to the new tenancy, if not, it will be added to the old tenancy and chased as a bad debt).
- 4.2 Please see the Equality Impact Assessment and Stakeholder Involvement Form (Appendix A). This policy applies to all tenants / leaseholders.



5. Review Date

6.1 This policy will be review annually.



Appendix B

List of most common rechargeable works (this is not exhaustive)

Work Type	Description	Charge
Callout	Callout (working hours) + admin	£55
	Callout (Out of Working Hours) + admin	£100
Locks	New external lock (like for like) / mailbox lock / CAM lock	£50
	New external lock for a fire door (on all blocks)	£110
Doors	Replacement Fobs (no callout fee)	£10
	New external door handle	£24
	New external fire door (on all blocks)	£2,000
	New external door frame	£1,300
	New external UPVC door and frame	£1,000
	New internal door and frame	
Windows	New double-glazed unit	£200
Plumbing	New toilet pan	£160
	New cistern	£125
	New sink	£260
	New bath	£580
	Blocked sink / toilet	£50
Kitchens	New cupboard door	£80
	New drawer	£70
	New worktop (approx. 3m)	£190
	New unit	£350
Rubbish / Clearance (Void only)	Disposal of large items e.g. fridge / freezer / fridge freezer / dishwasher / cooker / TV / etc.	£50
	Disposal of sofa (any size)	£85
	Disposal of armchairs / upholstered furniture (per item)	£50
	Disposal of mattress	£50
	Disposal of skip rubbish - per tonne (mixed waste)	£250
	Hire of skip	£200
	Standard clean (whole property)	£250
	Deep clean (whole property)	£650



	Pest services	Per Specialist Quote
	Graffiti removal	Per Specialist Quote
	Garden works	Per Specialist Quote
Electrical	New single socket outlet	£30
	New double socket outlet	£40
	New light switch	£30
	New light bulb holder (batten or flex holder)	£20
	Circuit replacement	£120
	Cooker Test	£40
Contractors	If any works are completed by Contractors rather than inhouse; the works will be recharged at the price NPH have paid	Per specialist quote



Appendix C

