Ongo Homes Recharge Procedure

April 2026

Owner: Income and Specialist Housing Manager

Version No.	Purpose/Changes	Approval Date	Approved By	Suggested Review Date
V4.0	**Health check**	**24/04/2026**	**Heads of Service**	**2029/2030**
V3.0	Health / Compliance check	09/03/2023	Heads of Service	March 2026
V2.0	Health Check	06/10/2016	Heads of Service	June 2017
V1.0	New Procedure	08/06/2016	Heads of Service	June 2017

1. What is this procedure for?

1.1 This procedure is in place to ensure colleagues apply recharges appropriately and consistently.

1.2 You should refer to the Recharge Policy to understand when recharges should be applied.

1.3 For costs of recharges, you should refer to the Schedule of Rates (SOR) or the appropriate team / contractors to get the full costs applicable to the recharge.

1.4 Other documents you will need to consider are:
- QL guide for raising a recharge
- Call Pay Recharge Payment Guidance
- SOR cost list

2. Who does what?

Who?	Key responsibilities
Customer Experience team	✓ Identifying repairs which may be rechargeable and informing tenants of the estimated costs ✓ Logging repairs via QL and applying a recharge where applicable ✓ Processing payments for recharges ✓ Dealing with initial queries about recharges ✓
Customer Experience team Manager	✓ Makes decision whether to charge for abuse of the out of hours (OOH) system and applies recharge
Repairs and Maintenance Team	✓ Identifying rechargeable items before and after a property becomes void ✓ Compiling and recording evidence of the need to recharge e.g. photographs ✓ Logging recharges via the QL process ✓ Raising and sending out invoices where they have raised the recharge ✓ Identifying repairs which may be rechargeable and informing tenants of the estimated costs ✓ Logging repairs via QL and applying a recharge where applicable ✓ Advising tenants how they can make payments for recharges ✓ Checking remedial work has been carried out by tenants and that it meets our expected standards

Who?	Key responsibilities
	✓ Raising and sending out invoices where they have raised the recharge ✓ Undertakes inspections to determine whether a repair is rechargeable or to check remedial action has been taken ✓ Ensure rechargeable repairs and invoices are raised for both current and former tenancies ✓ Deal with any customer queries regarding to recharges raised.
Managers	✓ Dealing with requests for exceptions to the Recharge Policy
Everyone (including anyone working on our behalf)	✓ Identifying rechargeable items whilst carrying out inspections, home visits, tenancy reports for re-housing or mutual exchange requests ✓ Informing tenants of their obligations and options (where appropriate) ✓ Compiling and recording evidence of the need to recharge e.g. photographs ✓ Report or log recharges via the appropriate QL process ✓ Raising and sending out invoices where they have raised the recharge (not contractors)
Rent Accounting team	✓ Support with removal or amendments of recharges
Income Team Leader	✓ Provide recharge report to Head of Landlord Services on a monthly basis

3. Guidance for all types of recharges

3.1 Identifying recharges

- Rechargeable repairs should be identified when a tenant calls in to report a repair, when we attend to complete a repair, or when visits are undertaken to the tenant's property by any OH team. Tenants will be advised at this point that a recharge will be applied.
- If a rechargeable repair is discovered during a visit, it should be discussed with the tenant at the time of the visit that a recharge will be applied
- Other types of recharges will be identified by the relevant service area for which the recharge is raised and tenants informed that a recharge will be applied

3.2 Evidence

- When raising a recharge, consideration must be given to supporting evidence
- There **must** be detailed and valid reasons for raising a recharge, supported by photographs, correspondence, inspection records, Police reports etc,

wherever practicable. The ultimate test is - could this recharge be validated in court? Suspicion alone is not enough to validate a recharge without any supporting evidence

- Photos should be saved to Docuware
- Evidence must be stored in either the former or live tenancy files cabinet called **RECHARGE EVIDENCE**

3.3 Where are recharges logged on QL?

- Recharges for **current tenancies** are logged on QL via the creation of a separate recharge tenancy (also known as a dummy tenancy). The recharge tenancy may need to be created at the point of the recharge being required – see *QL-x Guide – Raising a Recharge* for guidance
- Recharges for **former tenancies** or **void properties** are logged on the Former Tenancy Account – see *QL-x Guide – Raising a Recharge* for guidance
- Whoever terminates the main tenancy is also responsible for terminating any recharge tenancies in line with the *Ending Tenancy Procedures*

3.4 Processing tenant payments and raising invoices

- Tenants can pay recharges via the following methods:
  - Using call pay over the phone (upfront and retrospective)
  - Online via All Pay (retrospective only – need the swipe card number to pay to the correct account)
  - Cash payment (upfront and retrospective)
  - Cheque - made payable to Ongo Homes (retrospective only)
  - Swipe card (retrospective only)
  - Direct debit (retrospective only)
  - Standing Order (retrospective only)

- All tenants should receive an invoice unless they have already paid up front in full for the work to be carried out. **It is the responsibility ofMaintenance Admin assistants to send the invoice.** A copy of the invoice should be stored on Docuware. The invoice will automatically add VAT to the net cost where this is applicable
- In general, tenants must pay up front before we will carry out any rechargeable repairs. However, this does not apply if we deem the repair to be necessary as there is a risk or implication to health and safety or security to the tenant or the property, in these cases, tenants will receive an invoice and have to pay us later
- If the tenant is paying for a recharge retrospectively they should have received an invoice with a reference number on and this can be used to set up a payment method and allocate payments. This works the same as with any other debt owing to us

- If tenant is paying up front for the recharge on a current tenancy, you need to always quote the recharge tenancy number and bear the following in mind:
  - Call pay over the phone - you will have the recharge tenancy number but it won't be set up on call pay – refer to separate *Call Pay Recharge Payment Guidance*
  - Cash payment – cash payments are only accepted in exceptional circumstances, where they are accepted, this should be in line with the Money Handling Policy

3.5 Invoicing, recording and collecting recharges

- The person raising the recharge is responsible for raising and sending out the invoice. Please see the *QL training notes on recharges (raising to invoicing)* for details on how to do this. A copy of the invoice should also be saved to Docuware
- Recharges will be managed and identified through the usual Income / Former Tenant procedures
- Requests for write offs of recharges will be made in line with the *Bad Debt & Write Off Policy*

3.6 Monitoring of recharges

- KPIs relating to recharge collection and write off are in the balanced scorecard and will be monitored by the Heads of Service team
- A monthly recharge report and summary will be provided to the Head of Landlord Services by the Income team who will raise any issues arising / any trends with the Heads of Service / Leadership team