

## Rechargeable Repairs Policy Consultation - March-April 2024

### Feedback & Responses Tracker

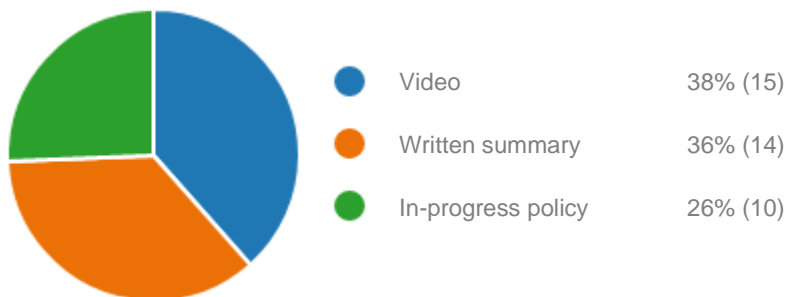
#### Consultation summary

- Shared in Home News to all residents and direct link sent by text or email to 3922 Hexagon responsible residents with contact details.
- Online form with option for hard copy / adaptation to meet access needs.
- Dedicated consultation feedback from the Resident's Repairs Group.
- 19 survey responses received, plus Repairs Group – 24 residents in total providing 90 comments and suggestions on the policy.

*Engagement in policy is notoriously challenging and although a low percentage response rate, the level of involvement is notably increased, and responses have been thorough. The new process for policy consultation appears to be having an impact and responses indicate that the range of information types (Q1) is opening-up opportunities that meet different resident needs. The new process is in its formative stage with a growing body of residents who have registered interest in future policy consultations.*

#### Feedback & Responses

##### Q1. What policy information have you looked at?



**Q2. Are there any types of work (outside of Hexagon's contractual obligations) that you feel it would be helpful for Hexagon to undertake and then recharge?**

Feedback	Response
<p><b>(15) Specific suggestions – decorations, fitting appliances, odd jobs and locks were the most common themes</b></p>	
<ul style="list-style-type: none"> <li>• Decorations.</li> <li>• Damage to internal decoration</li> <li>• Internal décor</li> <li>• Installing showers</li> <li>• Fitting [appliances] showers, washing machines, cookers</li> <li>• [Fitting] shelves, curtain rails</li> <li>• Shelving</li> <li>• Lock change</li> <li>• Locks on internal doors (toilets, bathrooms)</li> <li>• Internal doors</li> <li>• Broken windows</li> <li>• Door bells</li> <li>• Fitting non-standard taps purchased by tenants</li> <li>• Shared garden works</li> <li>• Odd jobs</li> </ul>	<ul style="list-style-type: none"> <li>• It is possible for Hexagon to add that to the list of works that can be carried out on behalf of a resident and then recharged for.</li> </ul>
<p><b>(2) When void is left in unlettable standard (but cost shouldn't be passed onto other residents)</b></p>	
<ul style="list-style-type: none"> <li>• In principle when tenants leave a property in an unletting condition, although I fear the cost of this for tenants on benefits will be charged to others via there rent.</li> <li>• [personal details]... his flat will take a complete refurbishment once he is evicted, again, I will not pay for any of that..[personal details]</li> </ul>	<ul style="list-style-type: none"> <li>• Where notice is given Hexagon will do a pre-termination inspection.</li> <li>• Hexagon also do tenancy audits to monitor the condition of a selection of properties, however it is acknowledged that there is opportunity to do more here.</li> <li>• We have a former tenant arrears recovery process.</li> <li>• Wherever possible the tenant responsible will be recharged, however, there are occasional cases where commitments are not met and former tenants cannot be traced.</li> </ul>
<p><b>(2) When residents have a disability or support need</b></p>	
<ul style="list-style-type: none"> <li>• Helpful if there was a service for disabled residents who needed jobs doing which did not come directly under aids and adaptations</li> <li>• * Take vulnerable residents into consideration and how they can be supported to carry out works that are their responsibility but they might not otherwise be able to do.</li> </ul>	<ul style="list-style-type: none"> <li>• A good point and this policy is working towards this to provide more options for residents that meet individual needs.</li> <li>• We do need to develop how we best support residents with extra support needs and have a project launching to ensure we are addressing 'vulnerability', we will consider this under that project – due November 2024.</li> </ul>
<p><b>(2) Residents who damage communal areas should be charged directly for it</b></p>	

<ul style="list-style-type: none"> <li>• There is damage to the outside of the building ...[personal details] I will not pay for any of this</li> <li>• Yes, people who purposely force the magnet electric doors open causing the door to malfunction Should be charged full fee to fix it</li> </ul>	<ul style="list-style-type: none"> <li>• If it is possible to identify the resident responsible for communal damage, then they will be recharged directly for it. There are routes to seek recourse and pursue criminal damage, where appropriate.</li> <li>• If an individual cannot be identified, the costs still need to be recovered and will reflect proportionately in service charges for all residents.</li> </ul>
<p><b>(2) Dissatisfaction with general repairs service</b></p>	
<ul style="list-style-type: none"> <li>• I would not pay any charges if the work is carried out to the standard of work that your current contracts deliver. Most of the work Gill martins carries out currently is below standard - often a shoddy job.</li> <li>• Would be nice if Hexagon actually carried out the repairs that are under the contractual obligations for a start Seems from what i have been reading lately is of different ways that Hexagon are able to make as much money as possible</li> </ul>	<ul style="list-style-type: none"> <li>• We are working hard to improve the repairs service</li> <li>• Our contractors will be recalled at their cost if work is identified as substandard</li> </ul>
<p><b>(2) No, would prefer to do it myself</b></p>	
<ul style="list-style-type: none"> <li>• No not at all</li> <li>• No, I would prefer to undertake my own repairs for work outside of Hexagon's contractual obligations but as long as Hexagon pay two thirds of the cost, as I am a leaseholder in a block of 3 flats</li> </ul>	<ul style="list-style-type: none"> <li>• Residents are welcome to choose who they would like to carry out works that are their responsibility, this policy provides an additional option to go via Hexagon where it is helpful to do so.</li> <li>• If we were to undertake work that is not our obligation we would have to pass on the cost of the work and our time.</li> </ul>
<p><b>(2) Other</b></p>	
<ul style="list-style-type: none"> <li>• Hexagon should do all the repairs as they are responsible as landlords</li> <li>• I actually want to have some specific examples of what type of work would be out of scope</li> </ul>	<ul style="list-style-type: none"> <li>• Works that both Hexagon and Residents are responsible for are part of the tenancy agreement.</li> <li>• The policy provides a link to refer to works that are the responsibility of the resident.</li> <li>• We can provide examples of work we could do – listed at the top of this document</li> </ul>

\* Repairs Group feedback

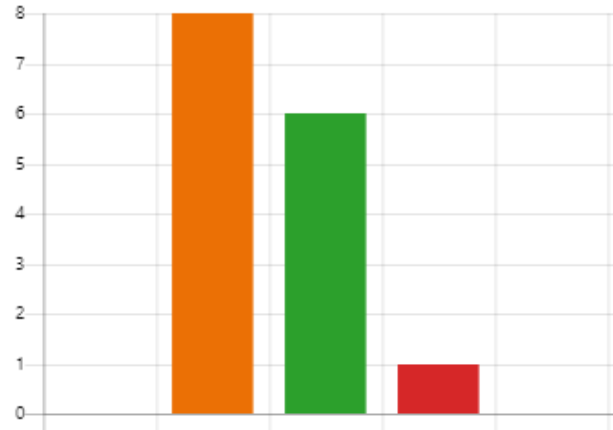
**Q3. What percentage of the recharge costs should Hexagon take upfront? Do you have any other thoughts on how repayment could work best for residents?**

Feedback	Response
<b>(7) Dependent upon cost / circumstances, including</b>	
<ul style="list-style-type: none"> <li>• Depends on individual</li> <li>• Percentage depending on cost.</li> <li>• Difficult to put a % on this. Each case should be assessed independently, based on the tenants financial circumstances and this should be reflected within the policy.</li> <li>• The percentage and repayment costs need to be realistic so worked out with the residents individual circumstances- if the resident cannot afford the work then help/pointers to other sources of funding should be considered.</li> <li>• * Consider waving some costs on a case-by-case basis.</li> <li>• Tenants in low income and benefits may not be able to make an upfront deposit, and costs have to be more cheaper than an independent repair person trades man. Could repayments be added on to rent to pay paid at the end of the month, good idea to pay in instalments, lessens the burden of payment upfront</li> <li>• In a cost of living crisis, if the person lives in social housing, I doubt many will be able to meet much upfront cost. repayment contract would be much better for social housing tenants</li> </ul>	<p>There would need to be some upfront charge to ensure there is commitment to pay for the work, however the repayment plan will be worked out with the individual and informed by an income and expenditure assessment so it is realistic and acceptable to all.</p>
<b>(4) Percentage suggestion – average 10%</b>	
<ul style="list-style-type: none"> <li>• zero percent</li> <li>• 20%</li> <li>• 10%</li> <li>• 10% up front. Payments over a year</li> </ul>	<ul style="list-style-type: none"> <li>• 10% is acceptable and will be incorporated.</li> </ul>
<b>(2) Opportunity to source independently</b>	
<ul style="list-style-type: none"> <li>• ... costs have to be more cheaper than an independent repair person trades man...</li> <li>• residents should be offered the opportunity to have the repairs made themselves.</li> </ul>	<ul style="list-style-type: none"> <li>• Residents are welcome to source independently. Going via Hexagon is an additional option and it may be more cost effective due to economies of scale.</li> </ul>
<b>(2) Other</b>	
<ul style="list-style-type: none"> <li>• Hexagon should make sure there are no such issues while a tenancy is in place, especially if the association deals with issues at the beginning</li> <li>• This depends on the charges being made and that a homeowner has been fairly consulted. If there was a recharge of £20,000 for major works for example, and this work is improvement rather than repair, Hexagon should only take 10% up front costs and for the repayment period to be agreed with the leaseholder – which depending on the scale of the costs could be up to 2 years. If the recharge was along the lines of £500, then Hexagon could give a homeowner the option of paying 50-100% of the cost up front. I have been consulted three times for major works (via a Section 20) since 2019 and as of the most recent Section 20, my proposed apportionment equates to £20k which includes 15% Hexagon fee. This is a huge outlay, and one of the charges is for work that is an improvement rather than repair. Therefore any work that is an improvement, I believe that a leaseholder should only be charged their share of market rate/surveyor approved costs if a repair is appropriate. For example, the “cheapest” quote to completely rip out an improve a driveway is £13k inc Hexagon fees. I know that for a simple resurface and repair, the cost is £7,000. Therefore I should only pay one third of £7,000 and Hexagon should fund the rest, should they wish to undertake work that is not necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Repair responsibilities are part of the tenancy agreement.</li> <li>• Major works are separate to this policy.</li> </ul>

\* Repairs Group feedback

**4a. If you read the in-progress policy – how clear is it for residents?**

- Very clear 0% (0)
- Quite clear 53% (8)
- Mixed 40% (6)
- Quite unclear 7% (1)
- Very unclear 0% (0)



**4b. Do you have any suggestions to help it communicate better?**

*From 15 residents who rated the clarity of the policy, 8 made suggestions for improvement.*

Feedback	Response
<b>(5) A range of individual suggestions</b>	
<ul style="list-style-type: none"> <li>• A brief summary sheet to make clear to residents information- residents don't need to read full policy as a first port of call</li> <li>• Post</li> <li>• Hexagon could send the policy to all via paperwork that requires signatures from both parties to be added to their existing tenancy agreements</li> <li>• * Web-links in the policy aren't accessible for residents who aren't online – include non-digital alternatives (Further detail from Repairs Group member – 1.2 and 4.2 please remember not all tenants have access to the internet, some may not be able to 'get to grips' with it, especially the elderly. An addendum to the policy may be beneficial to these tenants.)</li> <li>• No</li> </ul>	<ul style="list-style-type: none"> <li>• When approved a resident version will be added to the website, ensuring it is clear how to access information in alternate formats.</li> <li>• Being able to recharge is already in the tenancy agreement.</li> <li>• There will also be specific communications to raise awareness of the final policy.</li> <li>• Key information from policies will be included in the new Resident Handbook &amp; Website information – this is a live project that is due for completion March 2025.</li> </ul>
<b>(4) Other comments not related to how the policy document communicates</b>	

<ul style="list-style-type: none"> <li>• Yes an actual person on the other end of the repairs line</li> <li>• More face to face consultation with homeowners.</li> <li>• This charge is really worrying for residents because of the cost of living crisis and not being able to meet needs end is quite a lot on our shoulders. Please don't go ahead with this idea because it's going to stress a lot of people. Thank you</li> <li>• The video should actually work, it doesn't appear at all when I log in</li> </ul>	<ul style="list-style-type: none"> <li>• As above, Hexagon will not charge for repairs which are our responsibility.</li> <li>• The consultation video has been checked across multiple browsers, in future consultations we will see if it is possible to add an alternate link / point of contact.</li> </ul>
--	---

\* Repairs Group feedback

## 6. Open comments on the policy

Feedback	Response
<b>(6) Ensuring clarity of the process and guidelines</b>	
<ul style="list-style-type: none"> <li>• 4.5 Discretionary decisions not to recharge Give examples of when this would apply and how the decision process is made.</li> <li>• * Who is responsible if residents pay for work (via Hexagon) and something goes wrong?</li> <li>• * Concern it sounds like a financial nightmare – need more touchpoints / guidance for it to work effectively, e.g: <ul style="list-style-type: none"> <li>○ If a resident requests additional works but doesn't have funds, how is it managed? Is it assessed on a case-by-case basis or will there be clear guidelines on responsibilities regardless of financial situation?</li> <li>○ A list of common works requested and how much they cost would be helpful guidance.</li> <li>○ Guidance for common 'grey-area' scenarios where it may not be clear-cut who is responsible.</li> </ul> </li> <li>• Who will the resident be paying Hexagon or Gilmartins? If the resident is unhappy with the work or there is an accident damaging the residents property, who will deal with it Hexagon or Gilmartins?</li> </ul>	<ul style="list-style-type: none"> <li>• Once the policy is finalised, a procedure guide will be written for staff and the relevant information for residents will be incorporated into the new Resident Handbook / Website project.</li> <li>• We will also be working to ensure that those who receive repairs requests are aware of this and the process.</li> <li>• We will provide a common list of works and cost on our website for residents to view for reference</li> </ul>
<b>(3) End of tenancy</b>	
<ul style="list-style-type: none"> <li>• * How will residents be held to their responsibilities before it becomes a void?</li> <li>• * Recover costs from residents who vacate property in a poor state.</li> <li>• You mention in this new policy that if a tenant moves out and leaves the property in a poor state they will be charged So what happens if a tenant moves out and leaves the property in a far better state than what it was like upon moving in ?</li> </ul>	<ul style="list-style-type: none"> <li>• See related responses re. 'voids' in Q2 above.</li> <li>• Tenants can be compensated if they undertake certain work that enhances the property.</li> </ul>
<b>(3) Dissatisfaction with general repairs service</b>	
<ul style="list-style-type: none"> <li>• Start carrying out the repairs that are apart of the tenancy agreements, Before you start making changes to policies . You seem to have no idea the lengths tenants have to go through to get a simple repair carried out . Tenants should not have to go as far as a stage 2 complaint to even get a response for a start . Your repairs department is shocking and needs looking at . Stage 2 complaint last year mentioned a surveyor would be round regarding things that were mentioned in the complaint one year on and i'm still waiting ! Also emailed the CEO Shereen Carter as I would like some answers and just as i thought never received a reply . Absolutely shocking service tenants receive from Hexagon .</li> <li>• To expect us to pay for some work in our properties you would really need to assure us that we are getting a proper professional job. Most of the time your contractors don't turn up to booked appointments and when they do the job is slap dash and sun standard. You say the work would be cheaper because of the contract but i believe that it will actually be more in the end because most jobs they complete need doing again shortly after.</li> </ul>	<ul style="list-style-type: none"> <li>• Points noted – we are working to improve the repairs service – satisfaction is increasing month on month</li> </ul>

<ul style="list-style-type: none"> <li>• What about all Hexagon's contractual obligations they they aren't doing and tenants are waiting months and years for them to complete or even start?</li> </ul>	
<b>(2) Disabled residents</b>	
<ul style="list-style-type: none"> <li>• Concerns about how this will work for disabled tenants- breakages etc may occur because the tenant is disabled so existing fittings etc do not work well for them, they may be unaware that aids and adaptations exist, in such circumstances this should be explored as part of the repair.</li> <li>• 'neglect' may occur because a resident is disabled and unable to undertake what would be considered normal upkeep.</li> </ul>	<ul style="list-style-type: none"> <li>• See related responses re 'residents have a disability or support need' in Q2 above.</li> </ul>
<b>(2) 4.9 Affordable repayments</b>	
<ul style="list-style-type: none"> <li>• Elderly, those on low income or on benefits, disabled elderly tenants - how will they be able to re-pay? Would Hexagon consider waiving the repayment under certain circumstances?</li> <li>• Define what you mean by affordable repayments? What is the value?</li> </ul>	<ul style="list-style-type: none"> <li>• See related response to 'Dependent upon cost / circumstances ' in Q3 above.</li> </ul>
<b>(1) 4.6 Illegal Dumping of Waste or Rubbish</b>	
<ul style="list-style-type: none"> <li>• How do you propose to use supporting evidence of tenants / individuals who illegally dump rubbish - cameras?</li> </ul>	<ul style="list-style-type: none"> <li>• Where it is possible to identify the resident responsible, costs will be recharged.</li> <li>• Camera evidence can be used, if available, often there can be identifying details in the rubbish dumped.</li> <li>• See also related response to 'Residents who damage communal areas' in Q2 above.</li> </ul>
<b>(1) 4.8 Value for money of rechargeable repairs</b>	
<ul style="list-style-type: none"> <li>• How is the Responsive Repairs department being supervised and audited to make decisions about value for money on repairs. Give details on independent RICS surveyor used to approve such decisions</li> </ul>	<ul style="list-style-type: none"> <li>• The team is audited externally.</li> <li>• The team is also subject to external regulation.</li> </ul>
<b>(1) 5. Legal framework</b>	
<ul style="list-style-type: none"> <li>• 5.4 Not all tenants have Assured Tenancy Agreements, if you decide to specify the clauses, you need to ascertain how many different tenancies there are. I'm regulated, not assured, don't we qualify or are there so few of us left?</li> </ul>	<ul style="list-style-type: none"> <li>• All tenancy types have a clause on recharges in them – this policy will therefore be applicable for all tenants and voluntary for leaseholders and shared owners who may want to request certain work</li> </ul>
<b>(1) Resident awareness</b>	
<ul style="list-style-type: none"> <li>• * Residents need education / reminders / clear access to information on what they are responsible for.</li> </ul>	<ul style="list-style-type: none"> <li>• This will be reviewed and updated as part of the new Resident Handbook / Website project.</li> <li>• There will also be specific communications to raise awareness of the final policy.</li> </ul>
<b>(1) Equality</b>	

<ul style="list-style-type: none"> <li>The policy must make clear how the legislation of the Equalities Act is covered with regard particularly to disability.</li> </ul>	<ul style="list-style-type: none"> <li>True – this needs to be addresses prior to the policy being approved.</li> </ul>
<p><b>(3) General comment</b></p>	
<ul style="list-style-type: none"> <li>* Policy as a whole quite good.</li> <li>* Suggest Hexagon departments work closer together to help make this work effectively.</li> <li>Please hexagon don't go ahead with this idea of charging residents repairs because it's really stressful for people already because of the cost of living crisis and the rent increase that's already in place, it's quite a lot on people and families. Thank you</li> </ul>	<ul style="list-style-type: none"> <li>We will consider how we proceed.</li> <li>We will not charge for repairs which are our responsibility.</li> </ul>
<p><b>(3) Other &amp; general clarifications</b></p>	
<ul style="list-style-type: none"> <li>Who do you ask to get these jobs done?</li> <li>Does it cover job in garden?</li> <li>Rechargeable repairs policy [comment unclear] [separate individual issue raised]</li> </ul>	<ul style="list-style-type: none"> <li>Details of how the policy will work will be provided on our website.</li> </ul>

\* Repairs Group feedback