

Ref	Waverley Scrutiny Group recommendation	Accepted	Waverley Borough Council	Lead Officer	Deadline
1.	To review and revise the recharge policy and process in line with our report identifying recommendations which we have raised in this report. Ensuring the RCO (Recharges and Collections Officer) and reporting manager are solely responsible in making decisions regarding the recharge process.	Accepted	A review and update of the recharge policy and process has been undertaken. This is awaiting approval by the appropriate Manager. When finalised, the recharge policy and procedure will be sent to all teams within the Housing Service. It will be accompanied by a briefing note to remind all team members that the RCO and Rent Accounts Manager are solely responsible for making decisions on the recharge process.	Recharges and Collections Officer	April 2018
2.	Any queries from a customer about a recharge invoice, is to be passed to the RCO or their manager and not to be answered by the person taking the call.	Partially accepted	See response to recommendation 1 above with regard to the revised recharge policy and process and briefing note. Central notes should be available for any officer to answer simple enquiries.	Recharges and Collections Officer	April 2018
3.	A separate recharge cost code is set up.	Accepted	There has been discussion with the Council's Finance team who have advised separate expense codes can be created. This will be to enable expenditure on jobs that are to be recharged, to be separately monitored.	Recharges and Collections Officer	April 2018
4.	IT system for the void recharges needs to be addressed as a matter of urgency. Including additional event(s) for Void recharges on Project 20 and for Orchard	Accepted	See response to recommendation 3 that a separate recharge cost code is set up. Also to be incorporated in the review of the termination of tenancy	Recharges and Collections Officer/	April 2018 June 2018 (For completion of the review of the

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	to set up a sub-account.		and void process.	Interim Special Projects Manager	termination of tenancy and void process
5.	No "ball park" figures, estimates or quotations are to be given to customers over the cost of work to be recharged, should be made by the Customer Services Team or contractors. If a cost figure is provided it must be qualified by stipulating this figure could be higher or lower once the repair has been completed.	Partially accepted	See response to recommendation 1. This is incorporated in the review of the revised recharge policy and process. A frequently used recharge list to be developed and published to give customers an idea of estimated costs with qualification that this figure could be higher or lower once the repair has been completed. List to be reviewed quarterly.	Recharges and Collections Officer	April 2018 September 2018 January 2019
6.	Clear instruction to be given to anyone responsible for identifying a recharge, on the process required to ensure the RCO and/or their manager are fully aware of all recharge orders being raised. The Void Inspector/Co-ordinator should ensure that all recharge orders are raised correctly and passed to the RCO and/or the manager. With the Void Co-ordinator checking weekly that all recharges have been raised and passed to the RCO.	Accepted	See responses to recommendations 1 and 3.	Recharges and Collections Officer/ Interim Special Projects Manager	May 2018
7.	All Tenancy and Estates Officers are to fully comply with procedures for informing and inviting the RCO to pre termination visits. Officers should inform the RCO	Accepted	The RCO will attend end of tenancy visits (pre-termination of tenancy visits) as and when necessary and practical. The majority of tenants will	Recharges and Collections Officer	April 2018

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	and Void Inspector if Recharges will be required, clearly stating what the recharge is for.		not incur a recharge. The end of tenancy visit form contains a section where possible recharges can be recorded. The forms are scanned and an email sent to Property Services (that incorporates the voids team), Homechoice (who allocate void properties to Housing Register applicants) and the Council's repairs contractor to confirm this documentation has been uploaded on to our records.		
8.	IT system for raising invoices on Agresso needs to be addressed.	Partially accepted	The Council is looking into the functionality of Agresso (the Council's core financial system that is used for invoice payments) for raising invoices for recharges.	Recharges and Collections Officer	May 2018
9.	Reports to be re-examined and to provide detailed and verifiable information.	Partially accepted	See response to recommendation 8.	Recharges and Collections Officer	May 2018
10.	Reports required on complaints with reasons for waiving a charge.	Not accepted	There are currently insufficient human and system resources to enable the Council to generate such reports.	Not applicable	Not applicable
11.	Where a full payment plan is put in place within 14 days no 15% administration charge is added to the invoice.	Not accepted	There is not currently the facility within the Council's systems to make such an amendment.	Not applicable	Not applicable
12.	For the Service Improvement Team and RCO to explore the capabilities of	Partially accepted	There will be publicity in the form of a leaflet and posters promoting the	Recharges and	May 2018

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	Orchard regarding Recharges for greater customer service and efficient reporting. More advertising of the recharges i.e. posters in all Senior Living units, Council Offices and communal centres. Continual articles in any WBC publications e.g. Waverley Homes and People and in Tenants newsletters. Phone numbers to be included along with web site addresses.		recharge process and encouraging tenants to take out appropriate insurance.	Collections Officer	
13	Greater encouragement for tenants to take up home insurance.	Accepted	See response to recommendation 12.	Recharges and Collections Officer	May 2018
14	On pre-termination visits all work identified as being rechargeable to be either carried out by the tenant or WBC, should be recorded on site and signed by both tenant and WBC Officer and a copy left with the tenant.	Accepted	See response to recommendation 7. The end of tenancy visit form contains a section where possible recharges can be recorded. This form will be signed by the outgoing tenant.	Recharges and Collections Officer	April 2018