

CAERPHILLY COUNTY BOROUGH COUNCIL
RECHARGEABLE REPAIRS REVIEWS AND APPEALS PANEL

TERMS OF REFERENCE

1. MEMBERSHIP

The panel shall consist of the following individuals:-

- The Public Sector Housing Manager or Deputy (who will be chair)
- Area Housing Managers
- The Tenant and Community Involvement Manager
- Senior Housing Officer (Complaints)
- One tenant representative (optional)

2. MEETINGS

2.1 The Panel will meet monthly and at such other times as the Chair determines.

2.2 Reports will be presented by the appropriate Area Housing Manager or Deputy for rechargeable repairs appeal cases.

2.3 Minutes will be produced to record the discussions and recommendations taken by the Panel.

3. TERMS OF REFERENCE

3.1 The panel will monitor the number of cases in order to identify any particular trends and review previous decisions. This will enable outcomes of the policy to be measured for consistency.

3.2 Up to 3 informal appeals received will be randomly selected for audit and reported back to the following panel meeting.

3.3 All first stage appeal cases will be assessed to:-

- ensure consistency and fairness
- ensure the recharge has fully complied with the recharge policy
- to recommend changes to the policy/procedure

First stage appeals will be made anonymous, name and address will not be included however the following information will be provided:-

- copy of job note
- cost of job on Total
- copy of Out of Hours Report
- copies of all letters sent
- copies of all letters received

The Panel would determine if any further action is required.

- 3.4 All second stage appeals will replace this stage of the Corporate Complaints Procedure with regards to recharges.
- 3.5 The decision of the Panel, whether the recharge is upheld, reduced or cancelled, will be final and no further appeals can be considered. However tenants can take their own legal advice or can request an enquiry by the Public Services Ombudsman.
- 3.6 The decisions and outcomes of the Panel will be reviewed annually and reported, if necessary, to the Caerphilly Homes Task Group.