

Repairs that are your responsibility

As a tenant, you are responsible for looking after your home and keeping it in good condition. For example, you should turn off the water if there is a risk of burst pipes when you are going away and unblock the sink when it is clogged up by waste.

Damage to your home

If you or any visitors to your home damage the property then you may be responsible for having it repaired. In some exceptional situations we will carry out the work, especially in an emergency, but you will be charged for it.

Your responsibilities

There are some things that are your responsibility to keep in good repair. These are listed below.

These repairs are your responsibility to arrange at your expense:

- Decorating and filling small gaps or cracks
- Decorating inside your home (unless expressly excluded in your tenancy agreement)
- Repairing or replacing fuse starters, and any electrical fault on appliances you own or lease directly from another supplier
- Renewing sink and bath plugs / chains
- Replacing blown fuses and resetting trip switches
- Minor clearing of blocked sink, bath, basin or shower and toilet(s)
- Setting heating controls and bleeding radiators
- Maintaining washing lines or individual rotary dryers
- Fitting extra locks or safety catches, replacing lost keys or changing locks
- Replacing toilet seats
- Renewing smoke alarm or carbon monoxide detector batteries
- Draught proofing
- Your own aerials and satellite dishes
- Telephone wires and telephone sockets
- Your individual garden
- Any damage to your contents including carpets and decorations unless included in your service charge
- Replacement light bulbs, fluorescent tubes, starters and pull cords
- Repairs to any of your own home improvements (unless otherwise agreed)
- Re-glazing or replacement glass in broken windows as a result of accidental damage

Programmed Works

For more major types of repair, we run a programme of planned works. If your repair falls into this category, you will be advised at the time and given an indication of when the next programme of repair is due.

Gas Servicing once a year

If you have gas heating in your property we are required to carry out a gas service inspection once a year using a qualified Gas Safe engineer. It is important and your responsibility to give us access to your home to carry out this service inspection.

Please note: if you are a shared owner of your property this is your responsibility.

Important information

If we do carry out repairs that are your responsibility we may have to charge you the cost of the repair plus some extra for administration. This also applies to appointments that have been arranged between you and the contractor. If the contractor arrives at the arranged time and cannot gain entry you may be charged for a missed appointment. If you cannot manage to do a repair yourself you must arrange for the repair to be carried out by a qualified and competent person and the repair should be fit for purpose.

