

Ability's Repairs Standard

This tells you the repairs Ability is responsible for and how you can report a repair.

Our landlord responsibilities are to repair:

- The structure and outside of our buildings
- Heating and hot water systems
- Sinks, taps, baths and Ability fitted showers
- Gas, water and electricity supplies (except where interrupted by the suppliers)
- Decoration to the outside of the building
- Security systems (where fitted)

Does this apply to all tenants?

This applies to all Ability's assured tenants.

Ability is responsible for repairs to properties that we own or those that are covered by a lease agreement or contract.

Note: If you are a shared owner you are responsible for your own repairs.

We would also strongly recommend that you also take out your own contents insurance.

How to report a repair

You should report any fault or request for a repair to the Customer Service Centre as soon as you are aware of the problem.

Contact Details

The Customer Service Centre number is: 0844 257 8118

If you prefer you can email on: repairs@ability-housing.co.uk