

Improvements and repairs

Our aim is to provide a good quality, efficient maintenance service for our tenants.

Housing Repairs Department 01352 701660

Tenants' Responsibilities

Tenants are responsible for:

- keeping the property clean and properly decorated
- telling us promptly when a repair is needed
- letting us into the property to carry out repair work.

Tenants are also responsible for some repairs:

- replacing plugs and chains in baths, basins etc
- fitting and replacing door bells
- putting up TV aerials or dishes (except communal)
- maintaining any general garden paths (not the ones giving main access to doors or clothes lines)
- replacing lost keys, changing locks if they are locked out, and fitting extra locks
- replacing light bulbs and fluorescent tubes and starters, and fuses in appliances
- carrying out internal decoration including filling small plaster cracks and holes
- taking steps to prevent water in pipes and tanks freezing.
- attempting to clear blocked sinks, baths and basins
- replacing glass unless it can be proved that the damage was outside the tenant's control.
- repairing and maintaining tenants' own fixtures and appliances including pipework to washing machines
- replacing clothes lines or restringing rotary driers (except in communal drying areas)
- replacing shelves, curtain rails and roller blinds
- replacing batteries in battery operated smoke detectors.

Our Responsibilities

We are responsible for repairing and maintaining the structure of the property you live in. This includes all the external parts and any internal fixtures and fittings provided by us unless they form part of your responsibilities.

Our responsibilities also cover all pipes, wiring and fixtures for heating, drainage, power and lighting, and any smoke detectors we have provided. We also arrange servicing of any appliances provided by us and sweeping of chimneys if they are used for wood or coal fires. Outside your home we are responsible for any boundary walls and fences that we own and for the steps and paths leading from the property boundary to your main entrance doors, to your clothes drying area and to any brick outbuildings or sheds originally provided by us. We are also responsible for any built-on garages, and for any communal facilities, common gardens or open areas.

Joint Responsibility for Gas Safety

We must, by law, carry out an annual gas safety check in every property with a gas supply. Tenants must allow us access to carry out these checks. If they don't, we will take action to gain access.

We carry out these checks for the tenant's benefit to ensure the safety of everyone who lives in or next to the property.

Also, remember that air vents must **not** be blocked off .

Explanation & Further Advice

What repairs are covered by the Repairs Service?

We are responsible for the outside of your property, the main structure and any fixtures or fittings that we have provided inside your home. You are responsible for taking care of the inside of your property and for certain repairs and replacements.

(See 'Our Responsibilities' and 'Your Responsibilities' above)

Do I have to pay for any repairs?

If you report a repair which is needed because of damage caused by you or someone in your home, we expect you to repair it or arrange and pay for it to be done.

We will always do emergency work to make sure you and your family are safe but we will charge you for this if you have caused the problem. Our charges include administrative costs. If the damage was the result of a break-in or vandalism and you have supplied us with the Police Crime Number you will not be charged for the cost of repairs.

Can I claim for damage to my property?

You are responsible for decorating the inside of your home. You are also responsible for your own belongings, carpets, fittings, etc. You should take out home contents insurance to cover these things in case they get stolen or damaged.

If any damage is our fault you may be able to claim for the cost.



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