

RESPONSIBILITY FOR REPAIRS	
YOUR RESPONSIBILITIES	OUR RESPONSIBILITIES
GENERAL REPAIR PRINCIPLES	
<p>You are responsible for any deliberate or accidental damage you cause to the property including fixtures fittings windows and doors.</p> <p>This includes damage caused by any items you have fitted yourself or that is caused by any visitors to your property.</p> <p>Our buildings insurance does not extend to your possessions, including carpets, white goods anything else whatsoever. Your Tenancy Agreement requires that you hold contents insurance of your own so that you are protected in the event of a fire, flood or other event which damages your possessions.</p> <p>Our insurance policy will also not cover damage caused to your home as a result of accidents or negligence on your part, an example of this might be smoke damage from unattended pans catching fire on the oven.</p>	<p>The following are our responsibility to look after and repair but are not necessarily delivered as part of our responsive repairs service. Other contractors may complete this work on our behalf or they may be done on a programmed basis.</p> <ul style="list-style-type: none"> • Intruder alarms, communal alarms and CCTV • Street lighting within the curtilage of the estate where covered by a service contract • Fire equipment, fire alarms, sprinklers, dry risers and emergency lighting • Barriers • Lightning protection • Play areas installation/repair • Fall arrest systems • Specialist ventilation systems • Remedial works following legionella testing • Stairlifts and hoists • Booster pumps • Communal Laundry Room equipment • Asbestos surveys
KITCHENS	
<p>Any appliances you own, including washing machines and dishwashers</p> <p>Sink chains and plugs</p>	<p>Kitchen units and doors</p> <p>Worktops</p> <p>Sinks and taps</p>

<p>Any taps fitted by you Any floor coverings fitted by you</p>	<p>Waste outlets for washing machine and dishwasher Extractor fans Tiling (3 rows above worktops)</p>
BATHROOMS	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Shower curtains • Vanity cabinets or cabinets • Any fitting you have installed such as over-bath driers and toilet seats • Bath and sink chains and plugs • Toilet roll holders and mirrors unless supplied by us • Any floor coverings fitted by you 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Wash basins, including pedestals and taps • Baths and bath panels • Showers • Toilets including seats (see additional guidance on blockages) • Wall tiles • Booster pumps • Extractor fans • Floor coverings fitted by us
PLUMBING REPAIRS	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Washing machine hoses and deal with minor blockages to sinks, baths and basins • Blockages caused by misuse of sinks, baths, basins and toilets 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Taps fitted by us • Water mains • Pipework • Immersion heaters where the property is electrically heated • Waste outlets and plumbing for washing machines /dishwashers • Internal waste pipes and all traps • Cold water storage tanks • External drains and septic tanks including drain clearance and minor blockages that you cannot unblock using plungers and drain cleaning materials (see additional guidance on blockages)
INTERNAL FINISHES	

<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Your own decorative finishes or furnishings • Decoration (except plaster repair and making good damage caused by repairs we have carried out) • Minor defects or imperfections in plaster • Your own fitted locks, letterboxes and other door furniture • Maintenance and replacement of your own floor coverings (other than kitchen and bathroom flooring) 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Repairs to walls and ceilings • Repairs to flooring (unless it is a floor covering fitted by you) • Internal doors, frames, thresholds, architraves / stops and built-in cupboards • Bolts and external door locks other than those fitted by you • Staircases including handrails • Floorboards, floor joints and skirting boards • Repainting replacement or repaired internal joinery to match existing
ELECTRICAL	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Light bulbs including fluorescent and security (other than in communal areas) • Installing or removing appliances such as cookers and your own focal point fires (this should only be done by a qualified electrician) • Any other of your own appliances • Installing new intruder alarm systems where not previously installed • Resident owned electric fires 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Electric heating systems including, storage heaters, convector heaters and any focal fires (installed by us) • Immersion water heaters • Light fittings (not bulbs) • Smoke, Heat and carbon monoxide detectors • Individual door entry systems • Ventilation and heat recovery systems where fitted by us • Switches, sockets, fuse boxes • Electrical testing
ROOFS	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • TV aerials/satellite dishes if you live in a house 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Keeping the roof 'water and weather tight' • Repairs to chimney breasts, stacks and

	<p>flues</p> <ul style="list-style-type: none"> • All rainwater goods including gutters, down-pipes and gulley's, including clearance of blockages • Loft hatches • Loft Insulation
<p>EXTERNAL WALLS, WINDOWS AND DOORS</p>	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Broken glass and glazing (you should ensure this is covered by your home contents insurance) 	<p>We will take care of:</p> <ul style="list-style-type: none"> • Keeping walls, windows and doors 'water and weather tight' • Misted double glazing where this is significantly obscured • Installing window locks for health and safety reasons • Patio, French doors and balcony doors • Any conservatories and lean-to which we have constructed • Ironmongery, catches, hinges and stays
<p>OUTBUILDINGS</p>	
<p>It's up to you to carry out repairs to:</p> <ul style="list-style-type: none"> • Concrete and paved areas that are not part of the access between the boundary and front and/or back door to the property or the perimeter path around the property • Your own alterations to garden areas including paths, drives and patios • Any structure that you put up • Sheds / structures gifted to you • Garden maintenance 	<p>We will take care of repairs to:</p> <ul style="list-style-type: none"> • Existing walls and boundary fences • Retaining walls • Driveways, concrete and paved areas which lead from the boundary of your home to the front or back door • Demolishing outbuildings which are beyond repair • Repairing garages and permanent outbuildings including roof structures, walls and doors (unless erected by you).

CONDENSATION

It's up to you to:

- Follow the guidance supplied and prevent the situation reoccurring.
- Wash down areas affected by condensation with fungicidal wash

We will take care of:

- Carrying out surveys and writing a report
- Providing you with guidance to help prevent this reoccurring
- Clearing blocked air vents
- Cleaning / replacing the filters and cleaning the ducting systems in existing ventilation equipment
- Installing extractor fans to alleviate condensation where necessary

AIDS & ADAPTATIONS

We will take care of:

- New and existing minor aids and adaptations where these are required, including:
 - grab rails
 - shower seats
 - drop-down rails
 - ramps
 - alterations to doors and access for wheelchairs
 - level access showers
 - special needs WC's and baths
 - lever taps
- remote door entry systems (may be covered by a service contract)

PEST CONTROL & OTHER HAZARDS

It's up to you to remove pests from your own property, and keep areas clear to prevent infestations

We will take care of:

- Structural surveys where you have reported cracking or other

	<p>structural problems</p> <ul style="list-style-type: none"> • Damp and disrepair surveys • Asbestos & Radon Surveys • Removing or managing the safe encapsulation of asbestos identified from an asbestos survey • Woodworm, dry rot and wet rot treatment • Sealing openings which are allowing pests to enter your home • Removing pests from communal areas
<p>COMMUNAL AREAS</p>	
<p>You must not store anything in any internal communal areas which might cause an obstruction, is combustible or create a nuisance for example</p> <ul style="list-style-type: none"> • Mobility Scooters • Push bikes • Prams and pushchairs • Furniture • Chemicals or paint <p>Where identified such items will be removed and disposed of without notice being given</p>	<p>We will take care of repairs to:</p> <p>Internal Communal Areas</p> <ul style="list-style-type: none"> • Internal common parts including community room kitchens and bathrooms, communal doors and electrics • Pest infestations in communal areas • Repairing and replacing joinery including painting to match existing • Wall or ceiling repairs including decoration • Floor coverings in common parts including carpets • Communal letter boxes, storage cupboards and rubbish chutes • Access and security to communal roof voids including all associated ironmongery

	<p>External Communal Areas</p> <ul style="list-style-type: none">• Drying areas including rotary dryers and drying apparatus installed by us• Play areas• Parking and pedestrian bollards• Rubbish chutes, bin stores including bin store doors• Parking areas, paved and hard landscaped areas, communal boundary walls and fencing ensuring that they are maintained to the same standard as dwellings• Carpentry repairs to door entry systems
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