

Who's responsible for the
repair?

What we are responsible for

We are responsible for repairing the structure and outside of your home and making sure fixtures and fittings for water, heating, gas and electricity are safe and working properly.

What you are responsible for

You are responsible for taking care of your home and garden. You are also responsible for making sure that your contents are fully insured. Please check your tenants' handbook for more advice on how to properly insure your home.

Here is a list of the type of jobs we would expect you to complete and pay for yourself:

- keeping your home and garden clean and tidy - make sure it is left clean and tidy when you move out
- clearing blocked sinks, basins, toilets and drains inside your home
- filling small cracks in plaster
- internal decorations
- putting up curtain rails, adapting doors when you fit carpets and re-fixing draught excluders
- repairing or replacing electric plugs, fuses, light bulbs, fluorescent tubes, pull cords and doorbells
- gaining entry, fitting new locks and keys after being locked out
- boarding up broken windows and replacing broken glass
- re-fixing toilet seats, bathroom cabinets, towel rails, toilet roll holders and mirrors
- plumbing in your own washing machine, dishwasher and safely fixing gas cookers
- providing and fitting shower rails and curtains
- replacing plugs and chains in sinks and baths
- relighting your boiler and setting heating controls
- wiping away black mould caused by condensation
- looking after and replacing your washing lines and rotary dryers
- replacing damaged fencing which is your responsibility
- pest and wildlife infestations such as wasps, mice and birds
- making sure your contents are properly insured
- repairing shelving, coat and hat rails
- keeping taps and showers free from limescale
- repairs to internal doors
- repairing any damage caused by your family or guests to your home or communal areas.