

## Repairs: what am I responsible for?



### You are responsible for:

- blocked sinks, drains, hand basins, baths and WC's (possible recharge)
- bathroom fittings (such as towel rails)
- TV aerials (unless we have fitted them in communal blocks)
- changing locks due to a stolen or lost key, additional window locks (possible recharge)
- draining the water system. If the property is going to be empty during winter, the central heating should be left on low. This will prevent pipes or tanks from bursting
- your own fixtures and fittings
- adjustment of internal doors after a carpet has been fitted
- flooded gardens
- any gas or electric appliances installed need to be completed by trained tradesman. Permission is required
- doorbell (unless installed by social or warden services)
- maintenance of the garden
- the provision of dustbins unless you are a new tenant
- any light bulbs unless they are a sealed unit to the kitchen or bathroom and installed by the council
- shower curtains and poles
- minor plaster cracks – which can be filled by a decorating filler
- boarding of broken windows and re-glazing including out of hours. This will be rechargeable unless a crime reference number is provided. You will need to claim off your own house insurance
- extra security locks

- electric plugs, electric meter and supply of electricity
- electricity failure due to a faulty appliance
- battery operated smoke alarms not installed by the council
- cooker disconnection and re-connection and bayonet fittings – white goods
- laminate flooring – lifting or the repair
- toilet seats

## You are responsible for all repairs due to accidental or deliberate damage:

- plugs and chains to sinks, hand basins and baths
- toilet lid/seat (this will only be replaced if you are a brand-new tenant)
- internal decoration
- knocked radiator valves that are leaking
- trip switches/broken fuses as a result of a faulty appliance
- nails through pipework
- collection of rubbish
- repair of unauthorized or unsafe alterations
- charging for tenant damage
- door adjustment following the fitting of new carpets
- broken glazing
- blocked wash hand basin, bath or sink
- changing door locks due to the loss of keys
- where plastering is damaged due to the prolonged use of a steamer to strip wallpaper
- charging for repairs that are tenant's responsibility
- abuse of the emergency service. (for example, if you exaggerate the urgency of the repair request)

If the repair is your responsibility but you ask us to carry out the repair, we will usually charge you. Before the repair booked in you must sign a recharge form to authorise us to carry out this work.

**No work will be issued unless this form is signed by the tenant of the property. Signatures of friends/family will not be accepted.**

Examples of the repairs you can pay us to carry out for you include:

- re-glazing windows and doors
- changing door locks

- unblocking sinks, wash hand basins, baths and external gullies

Phone [01325 388542](tel:01325388542) and we will arrange an appointment with you. A property inspector may need to visit and assess the repair before the work is ordered.