



April 2013

## *Looking After Your Home*

# FACTSHEET

The responsibility for looking after your home is shared between you and the Council. This factsheet explains our repair responsibilities and lists the repairs you are responsible for.

If you do not meet these repair responsibilities we will do the work and recharge our costs to you

### *The Council's repair responsibilities*

We are responsible for repairing and maintaining (but not necessarily paying for):

#### **EXTERNAL STRUCTURES** such as:

- Roofs and guttering
- Foundations
- Doors and frames
- Walls
- Exterior paintwork
- Windows

#### **INTERNAL STRUCTURES** such as:

- Walls, floors and Ceilings
- Communal areas in flats

#### **SERVICES TO YOUR HOME** such as:

- Plumbing
- Electrical wiring/fixings
- Waste pipes and systems
- Communal services (lifts, fire alarms etc.)
- Sinks and basins
- Heating and hot water systems
- Gas pipes and installations
- Cisterns and toilets

#### **AREAS/FACILITIES OUTSIDE YOUR HOME** such as:

- Pram and bin stores
- Fencing
- Garages
- Roads owned by Housing
- Paths

### *How we look after your home*

We make sure that your home is kept in good repair and proper working order by:

- Carrying out routine (planned) maintenance (such as painting external woodwork or servicing your boiler) to keep your property in good condition and prevent breakdowns.
- Improving your home by replacing fixtures and fittings (such as windows) when they are at the end of their useful life.
- Providing a responsive repairs service to repair problems that are the Council's responsibility.
- Providing an out-of-hours emergency call out service to make your property safe and secure if there is an immediate and serious risk to life or property.

## *Helping us to help you*

You can help us provide a good service by:

- reporting repairs to us as soon as possible
- being at home at the time of any agreed appointment or letting us know in advance if you need to change an appointment
- Not using the out-of-hours emergency service for anything other than genuine emergencies - if you do we will charge you a call out fee (£89.28 plus VAT\*) **PLUS** the cost of the work if the repair is your responsibility.

*\* charge reviewed annually, VAT currently 20%*

## *Letting us into your home*

Your Tenancy Agreement says you **MUST** allow us into your home to:

- inspect the condition of your home
- carry out repairs/improvements to your property or the adjoining property
- complete the annual gas safety checks we are required to carry out by law.

We will give you reasonable notice - however, we do have the right to make forcible entry to your home without notice if:

- there is a risk of personal injury or damage to your home or an adjoining property or
- we haven't been able to carry out an overdue gas safety check.

You will have to pay for any repairs caused by this action.

## *You are responsible for:*

- **KEEPING YOUR PROPERTY CLEAN** (including garages or outbuildings)
- **PAINTING & DECORATING** inside your home
- **KEEPING YOUR GARDEN WELL MAINTAINED** and free from rubbish
- **ORGANISING AND PAYING FOR MINOR WORK** to your home such as:
  - Replacing light bulbs
  - Fixing letterbox plates
  - Replacing broken glass in windows/doors
  - Repairs to internal doors
  - Filling small cracks in plaster
  - Replacing floor, wall & fireplace tiles
  - Maintaining your own floor coverings (including kitchen & bathroom)
  - Putting up your own curtain rails

- Sweeping your chimney (if you have an open fire)
- Testing your smoke detector weekly and replacing batteries
- Replacing plugs/chains in sinks & baths
- Keeping sinks, basins, gullies and drains clear and unblocked
- Maintaining your own washing line
- Maintaining TV aerials (except communal aerials)
- Getting rid of pests (wasps, rats or ants)
- Replacing damaged wall sockets
- **ORGANISING AND PAYING FOR DAMAGE**
- Caused deliberately, accidentally, through neglect or forced entry by the Police
- **KEEPING COMMUNAL AREAS CLEAR** of rubbish and ALL belongings
- **REPAIRING YOUR OWN EQUIPMENT** and paying for any damage they cause (e.g. if your washing machine floods)

*If you don't do this work we can/may do it for you and recharge our costs to you. We won't usually start until you have paid at least 15% of our estimated cost up front.*

## *If you are locked out:*

You **MUST** arrange and pay for the help you need to regain entry to your home if you lock yourself out or your keys are lost/stolen

*We will only help you gain entry/change locks during office hours if you agree to pay for the work and pay at least 15% up front.*

## *If you are Older or Disabled:*

We may be able to help you meet your repair responsibilities - ask your Neighbourhood Officer.

## *Useful Contacts*

### Neighbourhood Services

☎ 0118 937 2161

### Repairs

☎ 0800 318 296

☎ 0118 937 3737 *Out-of-hours emergencies*

### Housing Complaints

☎ 0118 937 2905

This information can be made available in alternative formats or languages on request. Please contact Neighbourhood Services.