

Tenants Repairs Responsibilities

Repair	Your responsibility	Comment
Bath panels	√	
Bath or sink plugs	√	
Broken glass in windows	√	Unless resulting from criminal damage and you provide a crime reference number
Ceramic wall tiles	√	
Curtain rails and battens	√	
Damage to our property/ fixtures and fittings due to negligence	√	If we have to do this type of repair, we may recharge you the cost.
Decorating	√	Unless damaged while we were doing a repair
Door bells, letter boxes or house numbering	√	
Draft excluders	√	
Faulty entrance door lock		
Fences and gates	√	
Floors		We are not responsible for repairing or renewing floor coverings, such as carpets
Inside doors	√	Unless it is the kitchen fire door
Kitchen cupboards		We will repair but not renew kitchen cupboards
Light bulbs	√	Including fluorescent bulbs for kitchens
Lost keys	√	
Toilet seats	√	
Individual TV aerials	√	
Washing lines and pulleys	√	
Washing-machine connections	√	

Repairs we charge for

We will charge you the full cost of a repair if you have caused it by your negligence or abuse, or if we have had to force entry because you have not allowed access for pest control, gas servicing or during a major work project.

Vandalism and neglect

We are not responsible for repairs caused as a result of damage or neglect by you, your family, your visitors or your pets, including any accidental damage or any alterations you may have made. In some circumstances, if you damage our property we will consider that you have broken your tenancy agreement. If we have to carry out any repairs you have caused, we will charge you for the full cost of the work including our administrative costs.

If you cause serious damage to our property, you risk losing your home.

If your home has been damaged by criminal action, you must report this to the police so that they can investigate the matter. The police will give you a crime number, which you must give us so that we can arrange any repairs that are needed