You are responsible for repairing, maintaining or replacing the following items:

- Internal doors and furniture
- Replacing broken door locks or lost keys, including outhouses and garages
- Fencing between gardens unless it borders a private property or a public area
- Replacing broken or cracked glass in windows and doors
- Door knockers, door bells and letterboxes
- Internal decoration including small plaster repairs
- Removing blockages from sinks, baths and toilets caused by you
- Toilet seats
- Curtain rails, pelmets and shelves
- Replacing light bulbs, fluorescent tubes and starters
- TV aerials and sockets (unless it is a shared aerial system)
- Any heating appliance or other fittings you installed that could be taken with you when you leave
- Taking off or adjusting doors to allow for floor coverings
- Consumables such as light bulbs and pull cords, sink and bath plugs
- Cleaning and testing smoke detectors and extractor fans.
- Replacing clothes lines

Other Charges

We will charge you for any repair that we have to do (for health and safety reasons) that is not our responsibility, such as deliberate damage to your premises.

We will also charge you for repairs that we have to do because you did not report a problem early enough and cannot show that you have made every effort to deter the problem. When booking a repair we will tell you if you will be charged. We will not charge you if the condition of the item is due to fair wear and tear.

Moving out of your home temporarily

Occasionally a property may require quite extensive repair work to be done such as damp proofing or new concrete flooring. These types of works usually require the tenant to move out of the property temporarily and return when the work is completed. Your Neighbourhood Manager will provide advice and assistance on the available options.
Repair and Maintenance Service

We are committed to making sure that your home is a safe and comfortable place to live.

We achieve this in several ways:
• Our major works programme through which we improve properties to provide a better living environment for our tenants and to reduce expenditure on day to day repairs
• Our responsive repairs service where we carry out repairs following requests by tenants
• Pre-tenancy repairs and checks to vacant properties so that new tenants can move in as quickly as possible
• Adaptations to council housing so that residents who are disabled or who have a long term illness can continue to live independent lives.

We are working to provide a high quality repair and maintenance service for all our tenants. We will continue to improve this service to give the best possible value for money. We prioritise all repairs using the following categories:

| Emergency Repairs | within 24 hours |
| Urgent Repairs     | within 7 calendar days |
| Routine Repairs    | within 90 calendar days |
| Planned Maintenance| within 12 months |

When you report a repair we will tell you which category it is in. When your repair has been completed we will give you a questionnaire. Please return the questionnaire to let us know how happy you were with the service you received. This will help us to carry on improving the repair service.

Emergency Repairs outside normal office hours

For emergency repairs our contractors and tradesmen are available seven days a week. The number you need to ring can be found in the ‘How to Contact Us’ leaflet.

Emergency numbers for gas, electric or water problems in your area are also in the leaflet.

Gas Servicing

Every 12 months we make sure all our gas appliances and our gas pipes have a service and safety inspection. We will write to you each year telling you when the gas engineer will be coming. This is done to protect you and your family so please ensure that the engineer has access.

You will be sent a copy of the gas safety certificate within a few days of the service.

As your landlord we are required by law to carry out the service and safety inspection. If the gas engineer cannot get into your home we may have to get a court order to allow us to force entry and carry out the work.

The Council is responsible for repairing, maintaining or replacing the following items:

• The structure of the property, including walls, ceilings, windows (frames, catch/handles and hinges), roofs, drains, soffits, gutters and external pipes, chimneys (but not sweeping)
• External doors, frames and furniture
• Supply pipes for water, gas and wiring for electricity from the meter or main pipe/connection including traps and waste pipes, electric sockets and switches (but not light pull cords or standard/fluorescent strip bulbs or sink plugs)
• Major plaster replacement (perished or affected by damp)
• Sanitary fittings such as baths, bath panels, WC pedestals and cisterns, wash hand basins, sinks, splash back tiling, toilets including pull/flush handle, shower units (installed by us)
• Heating and hot water systems including appliances supplied or installed by the Council: i.e. boilers, radiators, fires and hot water heaters/tanks
• Kitchen units and worktops
• Loose floorboards or floor panels (but not carpets or laminate flooring)
• Banisters and handrails
• Faulty smoke detectors (but not replaceable batteries)
• Paths to your entrance doors and from your property to a clothes line provided by us
• Walls and fencing adjoining public areas or private property
• We are responsible for repairs to communal areas including lighting, doors, windows, and entry phone systems where fitted
• Repairs to garages including the main structure, roof, doors and any rainwater pipes.