

Repairs Service

Tenant Repair Responsibilities

We must do certain repairs by law - on the structure of your home, on gas, electricity, plumbing, heating installations and so on. These repairs are free.

However, there are other, smaller jobs that you must do yourself - although we will do many of them if you are elderly or disabled. Also, there are other repairs you must pay for if the damage has been caused deliberately or by neglect.

With the exception of repairs that are your responsibility (examples of which are included in this information sheet), we are responsible for keeping the following in repair and working order:

- The structure and exterior of your home including:
 - The roof, chimneys and chimney stacks
 - Drains, gutters and external pipes
 - The windows
 - The walls, floors and ceilings
- Things which supply the heating, water heating, gas, water and electricity to your home including:
 - The basins, sinks, baths, toilets, flushing system and waste pipes
 - The electric wiring, gas and water pipes
 - Water heaters, fireplaces, fitted fires and central heating
- Common areas such as entrances, halls, stairways, lifts and passage ways.

Please note that it is your responsibility to:

- Re-hang/adjust doors after carpet fitting
- Supply and fit extra locks
- Replace front and back door locks when keys have been lost, stolen or misplaced (this includes getting into the property and repairing any damage to door or lock)
- Repair/replace handles/hinges/latches on internal doors
- Repair/replace bathroom door locks
- Get additional key cuts
- Repair/replace letter boxes
- Repair/replace toilet roll holders
- Repair/replace curtain rails
- Replace any glazing unless a crime number is provided.
- Bleed radiators
- Cap off washing machine waste pipes
- Clean showerheads, bathroom fittings (bath, toilet and wash hand basins) and extractor fans

- Arrange for washing machines to be plumbed in
- Supply and fit plugs and chains in sinks, baths and basins
- Report electric/gas supply failure
- Supply and fit light bulbs, including florescent tubes and starters
- Supply and fit of replacement batteries in door bells/smoke alarms
- Supply and fit electrical plugs and fuses
- Internal decorating of property
- Minor plaster cracks
- Install and maintain your own fixtures and appliances; ie pipe work to washers, dishwashers, dryers, cookers and showers
- Supply and fit of additional security items; ie. Door chains, spy holes, security alarms
- Arrange for telephone points to be installed and maintained
- Repair items damaged by abuse or neglect
- Chimney sweeping
- Supply and fit TV aerials, clothes dryers and line posts (unless communal areas)
- Purchase contents insurance to ensure you are covered for any damage arising from leaks, burst pipes etc for which the Association is not responsible.
- Keep your garden tidy
- Repair DIY work - work you have carried out yourself
- Contact pest control
- Supply and fit window blinds
- Replace meter cupboard keys and dustbins provided by the Council
- Repairs to cellars
- Arrange for any gas appliances you have purchased yourself to be serviced on a yearly basis by a CORGI registered engineers
- Unblock sink and drainage pipes caused by inappropriate waste
- Maintain and repair gates whether damaged or worn by the weather (unless communal gates)

Most repairs to fences and gates are the responsibility of the tenant - However, we will repair basic standard fencing (chain link) and maintain high security fencing that we have provided.

Opening Hours/Contact Details

The reception is open from 9am - 1pm, 2pm - 5pm Monday to Friday (except Bank Holidays), where customer services staff are on hand to deal with a wide range of enquiries, including reporting a repair, and offer advice and assistance.

Telephone: 01922 614505
Fax: 01922 630389
Email: info@caldmorehousing.co.uk

Address: 18 Caldmore Green
Walsall
West Midlands
WS1 3RL

www.caldmorehousing.co.uk