



Delivery of a high quality, sustainable, repairs service with positive community benefits

Who is responsible for repairs?

As part of your tenancy agreement, there are certain repairs we carry out to your home, and there are others that you are responsible for.

Repair	Us	You	Details
Baths	✓		Except unblocking wastes (potential recharge)
Carpentry	✓		
Chains and plugs		✓	On basins, baths and sinks
Chimneys	✓		
Communal areas	✓		
Condensation and damp		✓	Information on condensation, damp and mould is available in the 'How to guides, videos and useful downloads' section.
Decoration (external)	✓		
Decoration (internal)		✓	Except when damage is caused by a structural defect. You must get prior permission from your Neighbourhood Management Officer if you wish to lay laminate flooring.
Domestic appliances		✓	Such as cookers, fridges, washing machines, dishwashers
Doors	✓		Internal and external including frames, hinges, door jambs and thresholds, letterboxes and handles. We don't deal with locks to internal doors. You will be recharged if your keys to the main entrance doors are lost or you require a lock change because you have given someone your keys. You can take out insurance to cover this.
Drains	✓		Unless it is a shared drain, in which case you must contact Severn Trent on 0800 7834444 Unless blocked by leaves, sanitary products, wipes or flats (potential recharge)
External timber elements	✓		
Floor covering		✓	Including adapting doors to accommodate carpets
Front door lock		✓	Except communal locks
Fences and gates		✓	Except if it backs onto public footpath or highway
Fire grates and surrounds	✓		If you have an open fire, you are responsible for getting it swept by a certified chimney sweep and sending the certificate to your Neighbourhood Management Officer
Fixtures and fittings		✓	Such as coat hooks, curtains, curtain rails
Floorboards	✓		
Garages	✓		
Gardening maintenance		✓	Including dustbins and refuse areas
Gas	✓		

Repair	Us	You	Details
Glazing		✓	Except following criminal damage, and you must get a crime number from the Police
Hand basins	✓		Except unblocking wastes (potential recharge)
Heating	✓		Any type of heating
Hot water heaters	✓		Including cylinder jackets
Immersion heaters	✓		
Internal door locks		✓	
Kitchens	✓		Except domestic appliances
Lights	✓		Except dimmer switches and fluorescent light bulbs
Loss of keys		✓	Including repairs to forced entry if you get locked out
Mould		✓	Information on condensation, damp and mould is available in the 'How to guides, videos and useful downloads' section.
Out buildings	✓		Brick or concrete. In the case of outbuildings such as WCs, we will not carry out a repair – we will remove it
Paths	✓		Including steps, footpaths and ramps
Pests		✓	For example, ants, wasps, bees, cockroaches, mice, rats or bedbugs. For more information, search on 'Pest control'
Plastering	✓		
Plumbing repairs and leaks	✓		Except for washing machines and dishwashers
Porches	✓		
Re-lighting pilot lights		✓	Including the resetting of any heating controls or programmers
Re-washer taps	✓		
Roofs	✓		
Sink units	✓		Except unblocking wastes (potential recharge)
Skirting boards	✓		
Stairs	✓		
Switches and sockets	✓		Except dimmer switches
Telephone points		✓	
TV aerials and sockets		✓	Unless communal
Washing lines		✓	Unless communal area
WC seats		✓	
Windows	✓		Including window sills, catches, sash cords and frames
Worktops	✓		
Wooden sheds		✓	