

Who is responsible for repairs?

As your landlord, we have a legal duty to carry out certain repairs when they are needed. As legislation changes, the responsibility for types of repair may also change. This means that there may be times when we have carried out a repair in the past, but changes in the law now make it your responsibility.

Normal wear and tear will occur to your home. If repairs are needed because of neglect or damage by you, or your friends or family, we will expect you to carry out any necessary repairs yourself or pay for the cost of the repair.

Included is a list of repairs showing which our responsibility are, and which are yours? If you still have any queries about a specific repair then contact us (0207 920 7300/7339).

There may be some occasions when we will carry out a repair for which we are not generally responsible. This will usually depend on your circumstances, and these are known as discretionary repairs.

Your responsibilities

- You are responsible for keeping your home in good condition and for attempting to repair minor problems.
- You must take reasonable precautions to prevent damage to your property by fire, frost, bursting of water pipes or blocked drains and sinks.
- We strongly recommend that you take out contents insurance for your belongings in your home.
- You must provide access each year for the registered gas inspector's safety check visit.
- We rely on you to report any faults promptly and as fully and accurately as you can. Be sure to provide access to our contractors at the appointed time to ensure that the repair can be undertaken within our agreed timescales. If you have a mobile phone you will receive a text message/phone call informing you of your appointment date and time. You will be charged if the contractor arrives for an agreed appointment and you are not at home
- Check the contractor's identification and confirm with them the work that needs to be done. Keep the area clear of furniture, pets and children.



W: www.prha.net T: 0207 920 7300 E: info@prha.net

- Please remember that someone else will be moving into your home if you ever decide to leave. Make sure that the property is clean, tidy, reasonably decorated and that all your unwanted belongings have been cleared, including anything in the roof space.

Our obligations

- We must keep the structure and exterior of your home and the building in which it is situated in good repair
- We will also keep installations for the supply of water gas and electricity to your home in good repair and proper working order. This includes annual gas safety inspections and regular electrical safety inspections
- We are legally required to check the safety and operation of the gas installation and appliances once a year. Installations which are not checked and serviced can become inefficient or dangerous
- In the case of Flats and maisonettes we will take reasonable care to keep common entrances, halls, stairways lifts, passageways, rubbish chutes and any other common parts in reasonable repair



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| REPAIR | DETAILS | US | YOU |
|--------------------------------|--|----|-----|
| Baths and basins | | X | |
| Bathroom Fixtures and fittings | Toilet seats, bathroom cabinets mirrors, shower curtains, unheated towel rails, toilet roll holders, plugs and chains | | X |
| Blockages | Baths, basins and toilets | | X |
| Boilers | Annual servicing and breakdown | X | |
| Carpentry | | X | |
| Communal Areas | Including lighting, doors, door locks, door entry phones, bin stores, recycling areas, cleaning, lifts, communal heating and grounds maintenance | X | |
| Decoration | External | X | |
| Decoration | Internal | | X |
| Doors | Including frame and door | X | |
| Door Furniture | Including locks, handles, letter boxes and door bells | | X |
| Drains | Outside, blocked or damaged | X | |
| Electric appliances | Such as cookers, fridges, washing machines and dishwashers | | X |
| Fences and gates | | X | |
| Fixtures and fittings | Such as coat hooks, curtains, curtain rails, blinds | | X |
| Floor boards | | X | |
| Floor covering | Including adapting doors to accommodate carpets | | X |
| Front door lock | Including keys | | X |
| Glazing | If broken into you must get a police crime number | | X |
| Heating | Gas boilers | X | |
| Heating | Radiator air lock | | X |
| Heating | Radiator broken | X | |

| REPAIR | DETAILS | US | YOU |
|----------------------------|--|----|-----|
| Heating | Radiator Valves | X | |
| Heating | Resetting Controls | | X |
| Hot water heaters | Including immersion heaters | X | |
| Infestations | By ants, wasps, bees, cockroaches, mice, rats or bedbugs. | | X |
| Kitchen units | Including worktops | X | |
| Kitchen units | Door and drawer handles | | X |
| Light Fittings | Light bulbs, fuses, fluorescent tubes | | X |
| Locks | Including loss of keys and repairs to forced entry if you get locked out | | X |
| Paths | Including steps, footpaths and ramps | X | |
| Plastering | | X | |
| Plumbing repairs and leaks | | X | |
| Showers | | X | |
| Shower heads and curtains | | | X |
| Sink units | | X | |
| Stairs | | X | |
| Switches | | X | |
| Sockets | | X | |
| Toilet seat | | | X |
| TV aerial points | | X | |
| Ventilation systems | Including heat recovery systems | X | |
| Wall tiling | Bathroom/Kitchen | X | |
| Washing machine | Including washing machine installation & repairs | | X |
| Washing lines | Including rotary lines | | X |
| Waste blockages | Including basins, bath and toilets | | X |
| Water leaks | Including sealant around sinks and baths | X | |
| Windows | Including cills, sash cords, catch and frames | X | |
| Windows and Doors | Draught excluders | | X |