

**RHA**

# **Repair Responsibilities**

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# Your Repair Responsibilities

**You are responsible for keeping your home in a reasonable condition, attempting to solve minor problems and for insuring the contents of your home.**

You are expected to take reasonable precautions to prevent damage to the property by fire, frost, the bursting of water pipes or the blocking of drains and sinks. We rely on you to report any faults promptly and to provide access to our contractors to ensure that the repair can be undertaken within our agreed timescales. Finally, remember that someone else will be moving into your home if you ever decide to leave. Please make sure that the property is clean, tidy, reasonably decorated and that all your unwanted belongings have been cleared, including any in the roof space.



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## Our obligations to tenants

**We are obliged to keep the structure and exterior of your home and the building in which it is situated in good repair.**

We also aim to keep installations for the supply of water, gas and electricity, for sanitation and for room and water heating in good repair and proper working order. In the case of flats and maisonettes, we will take reasonable care to keep common entrances, halls, stairways, lifts, passageways, and any other common parts in reasonable repair.

REPAIR		RESPONSIBLE	
		RHA	Tenant
Roof	Leaking / Missing / Cracked / Loose tiles	✓	
Algae/moss growth on paths			✓
Windows	Glass broken or cracked		✓
Windows	Glass broken or cracked with crime reference provided to RHA / Board up / Catches, sills, frames	✓	
Internal doors	Adjusting of door handles and locks / Planing of doors following carpet fitting		✓
External doors	Including frames, handles, hinges, letterboxes	✓	
Keys and locks	Lost or locked out, including any damage caused by forced entry		✓
Keys and locks	Broken lock / Communal doors	✓	
Blockages	Kitchen sinks and wash hand basins / Toilets		✓
Blockages	Sewer drains	✓	
Taps	Dripping or broken	✓	
Kitchens	Doors & Units / Drawers / Worktops	✓	
Gutters and downpipes	Clean out / Clear blockages / Repairs	✓	
Bathroom	Bath panel / Shower units	✓	
Bathroom	Fixtures including loose or broken toilet seats, shower curtains, curtain rails, toilet roll holders		✓
Extractor fans	Repairs / Renewal	✓	
Boundary	Fencing / Walls / Gates / Replacement of existing	✓	
Boundary	Additional or new fencing or walls		✓
Lights	Light bulbs / Strip-light tubes and starter motor		✓
Lights	Light fittings	✓	
Central Heating System	Leaking radiators, noisy, no ignition, faulty timer	✓	
Central Heating System	Loss or top up of pressure unless continually dropping		✓
Central Heating System	Total loss of heating/hot water	✓	
Central Heating System	Servicing of gas appliances	✓	
External decoration	Previously painted surfaces	✓	
Internal decoration	Except communal areas		✓
Domestic appliances	Such as cookers, hobs, ovens, fridges, washing machines, tumble dryers. Unless provided by RHA		✓
Fixtures and fittings	Such as curtains, curtain rails or hooks		✓
Garden maintenance including washing/rotary lines	Except communal areas & equipment		✓
Infestations	Ants, Wasps, Bees, Mice, Rats, etc		✓
Telephone and TV aerial sockets, satellite dishes	Except communal equipment		✓
Wilful or accidental damage to property			✓
Mould and mildew growth	To walls, ceilings, tiles and grouting		✓
If you are concerned about condensation or mould in your home, then get in touch with us and we can offer advice or arrange a surveyor to visit.			

# NEED HELP?

If you still have any queries about whose responsibility a specific repair is then contact a member of the team:

Call 01443 424200

Email [enquiries@rhawales.com](mailto:enquiries@rhawales.com)



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