

Improvements and repairs

Our aim is to provide a good quality, efficient maintenance service for our tenants.

Joint Responsibility for Gas Safety

We must, by law, carry out an annual gas safety check in every property with a gas supply. Tenants must allow us access to carry out these checks. If they don't, we will take action to gain access.

We carry out these checks for the tenant's benefit to ensure the safety of everyone who lives in or next to the property.

Also, remember that air vents must **not** be blocked off .

Explanation & Further Advice

What repairs are covered by the Repairs Service?

We are responsible for the outside of your property, the main structure and any fixtures or fittings that we have provided inside your home. You are responsible for taking care of the inside of your property and for certain repairs and replacements.

(See 'Our Responsibilities' and 'Your Responsibilities' above)

Do I have to pay for any repairs?

If you report a repair which is needed because of damage caused by you or someone in your home, we expect you to repair it or arrange and pay for it to be done.

We will always do emergency work to make sure you and your family are safe but we will charge you for this if you have caused the problem. Our charges include administrative costs. If the damage was the result of a break-in or vandalism and you have supplied us with the Police Crime Number you will not be charged for the cost of repairs.

Can I claim for damage to my property?

You are responsible for decorating the inside of your home. You are also responsible for your own belongings, carpets, fittings, etc. You should take out home contents insurance to cover these things in case they get stolen or damaged.

If any damage is our fault you may be able to claim for the cost.



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