**Repair Responsibilities**

**Who is responsible for repairs?**

We are responsible for maintaining the structure and outside of your home to a good standard.

You are responsible for the decoration inside your home and your own fixtures and fittings. The table here gives full details on who is responsible for repairs to various in and around your home.

**You are responsible for:**

* Informing us when repairs are needed
* Keeping your garden area tidy and free of all rubbish
* Taking care to prevent damage once a repair has been identified
* Allowing us access to your home to carry out an annual gas safety check and any inspections that are necessary
* Taking full responsibility for anything that you have had fitted yourself or for any damage caused by members of your household or visitors

**You can report your repairs:**

* By visiting our website [www.alliancehomes.org.uk](http://www.alliancehomes.org.uk)
* By emailing us at [Hotline@alliancehomes.org.uk](mailto:Hotline@alliancehomes.org.uk)
* By calling us on 03000 120 120 (option 1)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Who is responsible? | | | Exceptions |
|  | Us | | You |  |
| Banisters and handrail (loose)  Internal and External | ✓ | |  | Unless damaged or removed by a member of the household |
| Bin stores | ✓ | |  | Not collection of rubbish |
| Blocked toilets & sinks |  | | ✓ |  |
| Carpets (including strip’s) |  | | ✓ |  |
| Cat flaps |  | | ✓ |  |
| Ceilings | ✓ | |  |  |
| Central Heating system: solid fuel/gas/electric | ✓ | |  |  |
| Chimney (inc. pots and cowls) | ✓ | |  |  |
| Chimney sweeping | ✓ | |  |  |
| CO2 detectors | ✓ | |  | Only where there is an open flued appliance |
| Cookers |  | | ✓ |  |
| Communal areas to flats -maintenance | ✓ | |  |  |
| Communal areas to flats -cleaning |  | | ✓ | Sheltered only or where service charges apply |
| Communal TV aerials | ✓ | |  |  |
| Decoration - external | ✓ | |  |  |
| Decoration – internal |  | | ✓ |  |
| Doorbells |  | | ✓ |  |
| Doors - Internal & external (inc. hinges, frames and ironmongery) | ✓ | |  | Unless damaged or removed by a member of the household |
| Doors - internal adjustments | ✓ | |  | Unless due to carpet fitting |
| Door locks - external | ✓ | |  | When you have lost or broken your key you will be recharged |
| Down pipe (soil/rain water) | ✓ | |  |  |
| Drainage (mains drains, not shared) | ✓ | |  | Except sinks, toilets, wash hand basins. We will investigate and refer to your provider for any shared mains. |
| Drain covers/manholes | ✓ | |  |  |
| Driveways | ✓ | |  | Unless you have arranged for this to be done. |
| Shared drying areas provided by us | ✓ | |  |  |
| Electrical appliances and plugs |  | | ✓ |  |
| tem | Who is responsible? | | | Exceptions |
|  | Us | You | |  |
| Electric wiring (inc. sockets, switches, lighting, consumer unit and immersion heater) | ✓ |  | |  |
| Emergency lighting (communal) | ✓ |  | |  |
| Entry systems | ✓ |  | |  |
| Estate footpaths, walls | ✓ |  | |  |
| Fascia boards/soffit boards | ✓ |  | |  |
| Fence- boundary to road/path | ✓ |  | |  |
| Fence- dividing properties | ✓ |  | |  |
| Fire alarms | ✓ |  | |  |
| Floorboards | ✓ |  | |  |
| Floor vinyl covering |  | ✓ | |  |
| Garages | ✓ |  | |  |
| Garden- grass cutting, hedge trimming, trees |  | ✓ | | Except sheltered schemes |
| Garden sheds |  | ✓ | | Unless supplied by us |
| Gates | ✓ |  | |  |
| Gas servicing and repairs | ✓ |  | | Cookers and your own appliances are not included |
| Glass | ✓ |  | | Unless damaged or removed by a member of the household |
| Greenhouses |  | ✓ | |  |
| Guttering | ✓ |  | |  |
| Hatch to loft | ✓ |  | |  |
| Insulation to cold water tanks and pipe work in loft | ✓ |  | |  |
| Insurance- building | ✓ |  | |  |
| Insurance- contents |  | ✓ | |  |
| Keys (replacement) |  | ✓ | |  |
| Kitchen fittings (inc. doors, draws & fittings) | ✓ |  | | Unless damaged or removed by a member of the household |
| Laminate flooring  \*we will not be responsible for your laminate flooring where we have to disturb to carry out a repair |  | ✓ | | Permission must be given before flooring is laid |
| Lifts and stair lifts | ✓ |  | |  |
| Light bulbs & fluorescent tubes |  | ✓ | |  |
| Lights- sealed units | ✓ |  | |  |
| Meters – Gas & Electric |  | ✓ | | You will need to contact your supplier |
| Mirrors and towel rails |  | ✓ | |  |
| Overflow pipes | ✓ |  | |  |
| Parking areas (communal) | ✓ |  | |  |
| Pests & vermin |  | ✓ | | Unless in communal areas or Sheltered accommodation |
| Item | Who is responsible? | | | Exceptions |
|  | Us | | You |  |
| Plaster (plasterboard) |  | | ✓ |  |
| Play areas | ✓ | |  |  |
| Retaining walls in garden | ✓ | |  |  |
| Resetting electric trip switches |  | | ✓ |  |
| Roof (inc. tiles & slates) | ✓ | |  |  |
| Roof light (skylights) | ✓ | |  |  |
| Satellite dishes |  | | ✓ |  |
| Security lighting (external) | ✓ | |  |  |
| Shower unit | ✓ | |  |  |
| Smoke detectors | ✓ | |  |  |
| Soft furnishings |  | | ✓ |  |
| Solar panels on roof (PV) | ✓ | |  |  |
| Spin/tumble dryers |  | | ✓ | Unless provided by us in communal areas |
| Stairs/steps | ✓ | |  |  |
| Stair lighting (communal) | ✓ | |  |  |
| Taps | ✓ | |  |  |
| Toilet seats |  | | ✓ |  |
| TV aerial |  | | ✓ | Communal areas |
| Washers on taps and ball valves | ✓ | |  |  |
| Washing lines |  | | ✓ |  |
| Washing machine (including hot & cold water supply) |  | | ✓ | Communal areas |
| Water supply (inc. taps, valves and stop taps). Hot & cold storage tanks and pipes | ✓ | |  |  |
| Window frames & fittings | ✓ | |  |  |
| Worktops |  | | ✓ |  |

**If you have any queries or are unsure about anything, please call us on 03000 120 120 (option 1) for help and advice.**