

# OUR PART

# YOUR PART



THE CUSTOMER CARE TEAM ARE AVAILABLE TO ANSWER GENERAL QUERIES FROM 9AM TO 5PM MONDAY TO FRIDAY

TO KEEP TO THE RESPONSIBILITIES IN YOUR TENANCY AGREEMENT

WE WILL ENSURE GROUNDS MAINTENANCE IS CARRIED OUT IN ACCORDANCE WITH THE SPECIFICATION ON OUR WEBSITE



TO LOOK AFTER YOUR HOME AND ANY AREAS YOU SHARE WITH YOUR NEIGHBOURS

WE WILL CARRY OUT REPAIRS WITHIN THE TARGET TIME AND CONFIRM YOUR REPAIR ORDER WITHIN 48 HOURS



TO REPORT REPAIRS PROMPTLY AND KEEP TO AGREED APPOINTMENTS

WE WILL DEAL PROMPTLY WITH ANTI SOCIAL BEHAVIOUR



TO MAKE AN EFFORT TO SORT OUT DIFFERENCES WITH NEIGHBOURS

WE OFFER DIFFERENT WAYS FOR RENT TO BE PAID. ISSUE A RENT STATEMENT EVERY QUARTER



TO GET INVOLVED. WORK WITH US TO HELP US IMPROVE OUR SERVICES

# Repairs & Maintenance

## What residents are responsible for:-

### Bathroom:-

- ❖ Toilet seat
- ❖ Plugs and chains

### Doors:-

- ❖ Door numbers/plates
- ❖ Door bell
- ❖ Broken/cracked glass in door (we will board up to make safe if necessary and possibly recharge).
- ❖ Internal doors including handles, locks, bolts and hinges
- ❖ External door – lost keys/keys broken in lock
- ❖ Letterbox

### Windows:-

- ❖ Broken glass in window (we will board up to make safe if necessary and possibly recharge).
- ❖ Broken glass panels (we will board up to make safe if necessary and possibly recharge).
- ❖ Lost keys to window locks (keys will be provided when you move in)

### Kitchens:-

- ❖ Cooker repairs (cookers are gifted to residents when they move in)
- ❖ Kitchen fittings provided by the resident

### Electrical:-

- ❖ Replacing light bulbs, fluorescent tubes, starters, plugs and tripped fuses (excludes sealed bathroom units)

### Plumbing:-

- ❖ Blocked drains, toilets, sinks/wash hand basins, baths etc (excludes communal drains)
- ❖ Plugs and chains
- ❖ Washing machine fittings and hoses

### Other:-

- ❖ Greenhouses
- ❖ Garden sheds (including base)
- ❖ Painting and treating of fences
- ❖ Floor coverings
- ❖ Driers
- ❖ Garden
- ❖ Internal decoration