

Our repairs responsibilities

We are responsible for carrying out a number of repairs both inside and outside of your home, as required. These include those to the structure of your home, facilities in shared areas, the water and gas pipes, the heating and hot water system, and the power.

If you need us to carry out a repair you must let us know as soon as possible and take action to prevent it getting worse. You must also allow us access to the property to carry out any necessary repairs, annual safety checks and inspections.

Inside your home



- We are responsible for all water or gas pipes up to the meter (beyond the meter is the responsibility of the water or gas provider).
- We are also responsible for the heating and hot water system, repairing drains, power and circuits, and any items originally put in by us such as baths and toilets.

Outside your home



We repair and maintain the structure and outside parts of the property you live in, such as:

- gutters and roof tiles,
- the main path leading to your front door,
- any fittings or facilities in shared areas, including stores, garages and car parking areas,
- fencing in a communal area, bordering a public space or separating your property from a private neighbour. Please note that we will ensure it is made safe and will replace it with chain link fencing as part of a planned programme of works.

Safety checks and servicing



By law, we must carry out a [gas safety](#) check once a year in all our properties that have a gas supply. This is to make sure that all the gas appliances, fittings or pipework that we provide are safe for tenants to use. However, tenants are responsible for the servicing and repair of their own gas appliances, e.g. gas cookers and fires.

You must allow us in do the safety check and servicing. If you don't, we will need to take you to court, and this will involve costs that you will have to pay for.

Other safety checks and servicing:

Stair Lifts	Annual
Oil Safety	Annual
Asbestos	Annual (if identified within the property)
Periodic Electrical Testing	Every 5 Years
Radon	Up to every 10 years (based on radon measurements)
Solid Fuel	Annual