

Your repairs responsibilities

There are some repairs and small jobs to your home that, under the terms of your tenancy agreement, you are responsible for.

Damage and paying for it



- You are responsible for paying for the repair of any damage that has been caused by you, a member of your family or a visitor to your home, or by forced entry by the police.
- If you or anyone in your home, including visitors or pets, cause damage to your home, you must arrange to get it repaired to a professional standard. For electrical work, the contractor must be NICEIC qualified and for gas-related repairs they must be Gas Safe registered.
- If we have to carry out the repair to ensure your home remains safe, we will charge you for this.

Home contents insurance



- We insure the building you live in (building insurance) but we do not insure your personal belongings.
- We strongly advise you to take out home contents insurance to provide cover against damage to items such as carpets, furniture and decorations. As an example, if there is a water leak we are not normally responsible for any damage to your belongings or any fittings in your home or a neighbour's home. [Find home contents insurance](#).

Your indoor repairs responsibilities

Baths, basins and showers



- Clean drains and wastes regularly to prevent blockages.
- Clear blocked toilets, baths, basins, sinks, etc. See our guide on [How to deal with blocked plumbing](#). If your property is linked to an external sewage treatment plant or you live in a flat, then please contact us to discuss the issue.
- Replace toilet seats and shower curtains, as well as plugs and chains to baths, basins and sinks.
- Descale and replace showerheads and hoses.
- Descale taps.
- Repair any items you have installed yourself, such as taps, toilet seats, showers or extra tiles.
- Maintain sealant around baths, showers and basins. If you live in a flat, you may either arrange to do this work yourself, or we can carry out the work and charge you.

Please note:

- Blocked waste is NOT an emergency. You must try to clear any blockages yourself before you call us.
- We will charge you for clearing blockages caused by items such as hair, toys, wet wipes, etc.
- If we need to replace bathroom fittings which are part of a suite, we will try to find a colour match. If we can't find a match, we will provide it in white.

When you report a repair for baths, basins and showers, we need to know:

- What the problem is e.g. are the bathroom fittings loose or broken? Is the wastepipe leaking or blocked? Are the splashback wall tiles cracked or broken?
- If it's to do with a panel, is it at the side or the end? Is it made of plastic or hardboard?
- If it's to do with a bath or basin, what is it made of e.g. plastic, ceramic or metal? What colour is it?

Doors and locks



- Replace keys or locks when keys are lost, broken, or if you need to replace them because you are locked out. (If you have a multi-point lock, please contact us).
- Overhaul locks so all mechanical components work correctly in situations where the lock is stiff or keys are stuck in the lock.
- Get extra keys cut.
- Fit and maintain bells.
- Fit knobs, handles, latches, chains, letterboxes, spyholes or any extra locks.
- Replace broken glass.
- Ease and adjust internal and external doors in situations where the door is stiff, the door has moved due to fluctuations in temperature or where flooring has been laid. Please [contact us](#) if your door is a fire door and we will raise a repair order.
- Re-fix loose or broken door handles on internal doors.
- Decorate internal doors.
- Fix the cause of any draughts.

Please note:

- Under Awaab's Law, if you report an issue affecting the opening or closing of an external door, we are required to raise a repair order and recharge you. This includes broken locks.
- We will only do emergency repairs to make the property safe and secure. A full repair will need to be done at a later date.
- If a problem is caused by vandalism or a break in and has caused a health and safety issue, we will fix the problem and recharge it to you. If there is no health and safety issue, it will be your responsibility to fix the issue. We strongly recommend that you take out home contents insurance to cover damage resulting from accidental damage or a break-in.

When you report a repair on doors and locks, we need to know:

- What the problem is e.g. is the lock stiff or not fitting properly into the keep? Is the lock or handle broken? Is the door sticking, not closing properly or damaged?
- Is the property still secure?
- Which door is it e.g. front, back or side, or a sliding patio door? Is it a communal door? What type of lock or latch has it got?
- What is it made of e.g. wood, plastic or metal?
- What type of lock is it e.g. mortice, cylinder mortice, cylinder rim nightlatch (Yale or Union), rim lock or multi-point?

Walls and ceilings



- Decorate walls and ceilings inside your home to a reasonable standard.
- Decorate walls and ceilings following a leak, unless our contractors did not attend the leak in a timely manner.
- Fill minor cracks and holes in walls and ceilings.
- Maintain decorative features that are not structural to the property e.g. coving.
- Repair plastering e.g. if plaster is damaged when wallpaper is removed.
- Prevent and control the build-up of moisture to prevent damp and mould appearing on the walls or ceiling.
- Keep air vents clear and use extractor fans (where provided). See our guide on [Preventing condensation and mould](#).
- Fit curtain rails, pelmets, picture rails and coat hooks.

Please note:

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair. If damage is caused by water leaking, you may be able to claim on your own home contents insurance.
- Do not grow shrubs or climbing plants near or against house walls. These can damage brickwork and cause damp problems.
- If you want to put up a satellite dish on your house or communal building (high-rise or block of flats) you must ask for permission.

When you report a repair to walls and ceilings, we need to know:

- What the problem is e.g. is the ceiling plaster bulging? Is condensation or mould on the walls or ceiling?
- Is there any damage caused by water leaking?
- If it's about wall tiles (inside), what shape, size and colour are they?
- If outside, what type of wall surface is it e.g. render (pebbledash or smooth), PVCU boards, timber boards or hanging tiles or slates?
- If it's about a wall, what is it made of e.g. brick or concrete blocks?
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- Fill minor cracks and holes in walls and ceilings.
- Maintain decorative features that are not structural to the property e.g. coving.
- Repair plastering e.g. if plaster is damaged when wallpaper is removed.

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- Fit curtain rails, pelmets, picture rails and coat hooks.

Toilets



- Repair or replace toilet seats.
- Clear blocked toilets.

Please note:

- A blocked toilet is not an emergency unless you have no other toilet you can use. You must try to clear any blockages yourself before you call us.
- We recommend you clean and clear your toilet regularly using cleaning products you can buy at shops. Always follow instructions carefully.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If we need to replace a toilet which is part of an existing suite, we will try to find a colour match. If we can't find a match we will provide it in white.

When you report a repair for toilets, we need to know:

- What the problem is e.g. is the cistern leaking? Is the pan cracked or leaking? Is the flush handle or chain broken?
- What type of cistern is it e.g. high-level or low-level? If low level, is it a flush-panel, close-coupled or standard type?
- What type of handle is it e.g. lever handle, push down button or chain?
- What colour is the suite?
- If a blocked toilet is in a block of flats, are any other flats affected?

Floors and stairs



- Maintain all flooring inside the property, excluding planned work we do to refurbish kitchens and bathrooms.
- Repair any floor covering, vinyl tiles, sheeting, carpets or laminate you have put in.
- Maintain bannister railings e.g. by painting.

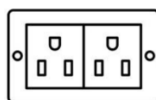
Please note:

- We will not accept responsibility for damage to your carpets or other floor coverings, unless it is caused by neglect by our contractors. If our contractor tells you that you need to lift your floor covering (including laminate flooring), you should do this before they arrive. If they agree to help you, they cannot accept any responsibility for any damage that happens while doing this.
- If you lay carpets these should ideally be tacked down not glued. This makes it easier for you to lift them for repairs without damaging them.
- If we have to replace floor tiles, we will try to match the colour but this is often not possible.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

When you report a repair on floors and stairs, we need to know:

- What the problem is e.g. is a floorboard or skirting loose or damaged? Is a tread or riser broken? Is a handrail loose or broken? Is a floor covering lifting or damaged?
- What type of floor covering is it e.g. quarry tiles, plastic tiles or sheeting, or non-slip flooring for disability? Is it in a communal area?
- What is the floor made of e.g. floorboards, chipboard or concrete?
- How many boards, panels or tiles are affected?
- If it's to do with stair nosing, is it on communal stairs? If so, is it metal or plastic?
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Electrics



- Reset trip switches and, if necessary, turn off the mains supply. See our guide on [How to reset a tripped switch](#).
- Replace light bulbs, fluorescent tubes and starters.
- Replace electrical plugs (not socket outlets) and plug fuses for your own appliances.
- Test and clean your smoke detector and replace the battery if it is battery-operated.
- Fit TV aerials and cables.
- Repair and maintain any fixture, fitting or appliance you have put in, or any improvements you have carried out.

Please note:

- Do not touch bare wires and do not touch sockets or switches with wet hands. Also, if water is leaking onto electrical fittings or a fitting is dangerous, do not use or touch any switches connected to it. Contact us immediately.
- Make sure that you know where the trip switches are located in your home and understand how to reset them.
- If you caused any damage, or you call us out when you have no credit on your meter, we will charge you for calling out a repair engineer and for the cost of any repair work carried out.
- Hastoe will not replace a missing or broken front cover of a fuse box as this does not present a health and safety concern.

When you report a repair on electrics, we need to know:

- What the problem is e.g. is there no light or power in part of, or throughout the property? Is a light or light switch not working? Is a socket loose or broken?
- What type of fitting or socket is it?
- Are other homes in your block or nearby buildings affected?
- Are there any other connected problems?

Heating repairs



- If you smell gas, contact The National Grid immediately on 0800 111 999.

- Get your own appliances repaired and serviced by qualified engineers.
- Keep your home properly heated and ventilated to prevent condensation and to prevent pipes from bursting during cold weather. See our guide on [Damp and mould](#).
- Set heating and boiler controls correctly. See our guide on [How to use your heating system](#).
- If you have a solid fuel stove or woodburner in your home, you should ensure the baffle plate/throat plate is cleaned every month to minimise the risk of carbon monoxide poisoning.
- Ensure you use the appropriate fuel for solid fuel stoves and/or open fires.
- Service your own gas appliances every year e.g. gas cooker. We may ask to see the certificates. Hastoe will arrange for the annual servicing of gas boilers.

Please note:

- Between the months of October and April, we respond to heating breakdowns within 24 hours. If the heating is not working by the end of this period, we will provide you with a temporary heater.
- Between the summer months of May to September your heating repair will be raised as urgent, which means we'll organise an appointment and fix your heating within 10 calendar days.
- You should make sure that your gas supply has not been disconnected because you have failed to pay your bill or feed the meter.
- [Read about time management of heating system replacement](#)

When you report a repair on heating, we need to know:

- What the problem is e.g. is the central heating not working? Is there no hot water? Is a radiator leaking or not getting warm? Is the fire or heater not working?
- What type of system is it e.g. gas or electric? Is it a wall mounted boiler, separate gas fire, storage heater, convector heater, solid fuel closed fire (with or without a back boiler) or renewable system with a heat pump (ground source or air source heating)?
- Do you have any other form of heating or hot water heating e.g. electric immersion heater, warm air (gas or electric)?
- If it's to do with a heat pump, what system do you have installed? Are there any alarms or notifications on the display unit?

Kitchens



- Install a washing machine, dishwasher or tumble drier, including the wastes, supply pipes and vents if not already provided.
- Install an electric or gas cooker.
- Clear any blockages in your washing machine or dishwasher.
- Repair or replace cookers.
- Repair or replace cooker hoods, unless your cooker hood breaks and you would like us to replace it with an extractor fan.
- Repair handles, hinges and catches on kitchen units you have installed.
- Clean extractor fan vents and ensure air vents do not become blocked to prevent the build-up of carbon monoxide.

Please note:

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If we have to replace kitchen units or parts of a unit, such as the worktop, drawer or door, we will try to match the colour, but this is often not possible.
- If you want to install a washing machine, dishwasher or tumble drier, and there is no water supply, waste or vent connection fitted, you must get our permission to get these fitted. You are then responsible for getting them fitted and for any repairs. You are also responsible for clearing any blockages from these appliances.

When you report a repair on kitchens, we need to know:

- What the problem is e.g. is a wall or floor unit loose or damaged? Are wall tiles damaged? Is a worktop loose or broken? Is a cupboard door or drawer damaged or a cupboard hinge or catch broken?
- What type of unit is it e.g. wall or floor? Is it a tall unit or a corner unit? Is it a single or a double unit?
- If it's to do with wall tiles, what shape, size and colour are they?
- Are there any other connected problems?

Windows



- Replace broken or cracked glass.
- Replace keys to window locks.
- Fit additional window locks.
- Oil door and window hinges.
- Fit hooks, curtain rails, blinds and shelves.
- Use window trickle vents, and keep them clean and clear.
- Paint internal window frames regularly.
- Fix the cause of any draughts.

Please note:

- Under [Awaab's Law](#), if you report an issue affecting the opening or closing of a window, we are required to raise a repair order and recharge you. This includes boarding up and replacing broken glazing.
- If a problem is caused by vandalism or a break-in, you will need to cover the cost yourself or claim on your home contents insurance.
- We will replace misted panes where there is permanent standing water across the bottom of the double glazed unit. Other misted panes will be replaced as part of the next cyclical programme.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

When you report a repair to windows, we need to know:

- What the problem is e.g. is glass cracked or broken? Is the frame loose or jammed? Is a stay or fastener broken?
- What type of frame is it e.g. wooden, plastic or metal?
- What style of window is it e.g. casement, pivot, sliding sash or tilt and turn?
- What type of glass is it e.g. plain, obscure, or wired?
- Is it double glazed?
- Are there any other connected problems?
- If it's to do with a fastener, what type is it e.g. sash, casement or wedge?

Water pipes and taps



- Take steps to prevent pipes from freezing or bursting during cold weather, particularly if you are away from home.
- Fit supply pipework for washing machines and dishwashers if not already provided.
- Turn off your water supply at the stoptap if a water pipe has burst, and then turning on all taps to allow remaining water to flow out.
- Repair and maintain outdoor taps, including the feed supplying those taps.

Please note:

- You should know where the stop tap is in order to turn the water off in an emergency. It is normally under the kitchen sink or in the downstairs toilet.
- If water is leaking onto electrical fittings, do not touch them and isolate the circuit at the consumer unit/fuse box.
- If damage is caused by water leaking, you may be able to make an insurance claim on your own home contents insurance.
- If you are away from home during cold weather, e.g. if you go on holiday or into hospital, you should leave your heating on all the time on a low setting. This will prevent water freezing in pipes.

When you report a repair to water pipes and taps, we need to know:

- What the problem is e.g. is there no water? Is a pipe leaking or burst? Is the overflow running or broken? Is a tap dripping or faulty?
- If water is leaking into your property, is it coming from the flat above? What is the address? Are there any other connected problems?
- If there's no water, are your neighbours also affected?

Drains and wastes



- Clear blocked baths, basins, sinks and toilets. See our handy guide on [How to deal with blocked plumbing](#).
- Clear blockages and repair leaks from your washing machine or dishwasher.
- Keep gully grids clear of leaves and rubbish.

- Prevent drains from getting blocked by cleaning them regularly and ensuring no unexpected, inappropriate or hazardous items are disposed of down them.

Please note:

- A blocked waste is not an emergency. You are expected to try to clear it yourself. Please see [How to deal with blocked plumbing](#).
- Keep your drains and wastes clear by flushing them regularly with hot water and using cleaning products you can buy in shops. Always follow the instructions carefully.
- See our guide on [Sewage Treatment Plants](#) for more information.

When you report a repair on drains and wastes, we need to know:

- What the problem is e.g. is the wastepipe leaking, is the drain smelling or blocked, is a gully blocked or grid missing?
- If it's to do with a wastepipe, where is it e.g. bath, basin, sink, shower or toilet?
- If a wastepipe is blocked and you live in a block of flats, are any other flats affected?
- If it's to do with a gully grid, is it round or square? What is it made of, metal or plastic?

Your outdoor repairs responsibilities

Garages



- Replace keys or locks to garages when keys are lost or broken.
- Maintain and upkeep driveways to ensure safe access.

Please note:

- If a problem is caused by vandalism or a break-in, you must report it to the police and get a crime reference number (not an incident number). You will need to cover the cost yourself or claim on your home contents insurance.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If your garage is separate from your home, you need to explain how we can find it and get in.
- If a garage cannot be locked, you are responsible for the security of anything left inside.

When you report a repair on garages, we need to know:

- What the problem is e.g. is the garage door jammed, is the frame or roof damaged?
- What type of door is it e.g. up-and-over (metal), roller or side-hung (wooden)? Is a car stuck inside?
- What type of roof is it e.g. corrugated or flat?

Gardens



- Replace keys or locks to shed doors when keys are lost or broken.
- Maintain your garden, general garden paths (not the main one that leads from the road to your front or back door) and other general garden features, such as patios, ponds, ornamental walls and decking (where permission has been granted).
- Maintain any tree, shrub, bush or plant that is within the boundary of your garden.
- Repair and replace fencing between yours and your neighbours' homes.
- Repair, remove and replace timber-built sheds, stores or greenhouses.
- Replace clothes lines and rotary dryers, unless in a communal area.
- Leave your home and garden clean at the end of your tenancy, with no outstanding repairs or damage you are responsible for. We will seek to recharge you if we have carry out any of these ourselves.

Please note:

- If a problem is caused by vandalism or a break-in, you must report it to the police and get a crime reference number (not an incident number). You will need to cover the cost yourself or claim on your home contents insurance.
- Do not grow shrubs or climbing plants near or against house walls. These can damage brickwork and cause damp problems.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- In some cases, if you have an older tenancy agreement dated pre-2005, we may be responsible for fencing repairs or replacements as a condition of your tenancy. Where this is the case we will replace with chain link fencing only, with one privacy panel adjacent to your home. Please check your tenancy agreement before contacting us.

When you report a repair on gardens, we need to know:

- What the problem is e.g. is the path uneven or cracked?

- If it's to do with a fence and we are responsible for fencing repairs according to your tenancy agreement, what type is it e.g. wooden boarding, chain link, wire strand? How much is affected?
- If it's to do with a path, what is it made of e.g. slabs, concrete, tarmac, blocks?

Pests



Pests such as mice, rats or pigeons can cause damage and spread germs. The good news is there are lots of simple things you can do to help keep them away.

Hastoe looks after pest problems in communal areas like shared gardens, bin stores and hallways. The cost of treating pests in communal spaces comes out of residents' service charges, so it's important we all do what we can to keep these areas clean and tidy.

If pests are inside your own home, it's your responsibility to arrange treatment. If you need help, contact your local Environmental Health department, who can give advice or arrange pest control services.

Rats and mice

- Keep food sealed and stored properly.
- Sweep or wipe up crumbs and spills straight away.
- Make sure bin lids close properly and don't leave waste outside.
- Report holes or gaps around doors, pipes or walls where rodents could enter, if these are Hastoe's responsibility to maintain. [Find out what repairs are your responsibility here.](#)
- Make sure compost bins are enclosed and fitted with 6mm galvanised wire mesh to the base before being put into the ground. This will stop rodents tunnelling in.
- Do not put food waste in your compost apart from vegetable waste, coffee grounds and tea bags.

Pigeons

- Keep balconies and window ledges clean.
- Please don't feed pigeons or other birds.
- Make sure food waste is securely bagged and disposed of properly.

Flies and insects

- Keep bins clean and lids closed.
- Rinse recycling before putting it out.

Cockroaches and ants

- Wipe down kitchen surfaces regularly.
- Don't leave pet food out overnight.

Roofs and chimneys



- Look after and maintain your aerial, TV socket and cable, or satellite dish.
- Get your chimney swept at least once a year if it is used for an open fire (burning wood or coal). If you use your fire more regularly, you must also sweep the chimney more often.

Please note:

- In bad weather conditions our contractors cannot work at height, either on ladders and scaffolding, or on the roof.
- Do not use electrical fittings if they are wet because the roof is leaking. Do not use any switches connected to them. Contact us immediately.
- If you want to put up a satellite dish on your house or communal building, you must contact us to ask for permission.
- We will tell you if an aerial or satellite dish needs to be taken down before repair work. You need to arrange this. Contractors may agree to take down an aerial (not a satellite dish), but they will not put it back.

When you report a repair on roofs and chimneys, we need to know:

- What the problem is e.g. is the roof leaking? Are the tiles or slates loose or broken? Is the chimney pot or cowl fallen or loose? Is the chimney stack crumbling?
- What type of roof covering is it e.g. slate, tiles, corrugated sheeting, flat felting or asphalt?
- If it's about tiles, what type are they e.g. flat, ridge, interlocking or hip?
- How many storeys high is the property?
- Is the roof leaking?
- Is the chimney shared with another property? What is the address?

Gutters



- Keep gully grids clear of leaves and rubbish.

Please note:

- In bad weather conditions our contractors cannot work at height, for example on ladders, scaffolding or on the roof. This is for their own safety.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

When you report a repair on gutters, we need to know:

- What is the problem e.g. is the gutter or downpipe loose or leaking? Is a bracket, joint or shoe loose or broken?
- Which gutter or downpipe is it: front, back or side?
- What shape is it: half-round, deep-flow, square or ogee (S-shaped)? What colour is it?
- If it's to do with a gully grid, is it round or square? What is it made of e.g. metal or plastic?
- How many floors does your building have?
- Are there any other connected problems?
- What is the gutter or downpipe made of e.g. metal, plastic, concrete or other material?

Fencing



- Look after, maintain and, if necessary, replace fences and gates within the boundary of your home e.g. around car parking spaces or front gardens.
- If a shared fence needs repairs or replacing, it is up to you and your neighbour to agree between you how this is done.