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What you must do

We have a leaflet that gives full details of your repair responsibilities.

Your general responsibilities are:

- to allow contractors into your home to carry out repairs, safety checks and inspections
- to decorate the inside of your home to a reasonable standard, including filling minor cracks or holes in walls
- to let us know as soon as you notice a repair is needed and to take action to prevent it getting worse
- to repair and maintain any fixture or appliance you own
- to take action to prevent and control the build up of condensation
- to take steps to prevent blockages in wastepipes or drains
- to take action to prevent pipes from freezing or bursting
- to arrange for the repair of any damage caused by you, a member of your household, or a visitor.

Damage and charging

If you, or anyone in your home, cause damage to your home, we expect you to arrange to get it repaired. If we have to do the repair to make sure you and your family are safe you will have to pay for the cost of the repair.

If damage is caused by a break-in or vandalism, we will carry out work to make your home safe. We will only do further work if you supply us with a police crime reference number.

Improvements you have made

You can carry out improvements to your home provided you get our written permission before you start. You will be responsible for any repairs to the changes you make. See **Improvements** on page 51 in your **Residents' Handbook**.

Tasks you must do

You are expected to do these yourself, or arrange and pay to get them done:

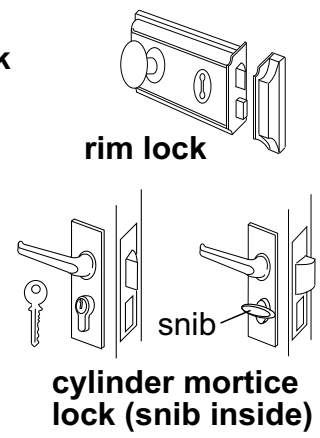
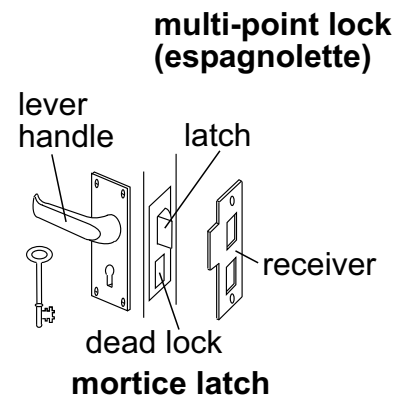
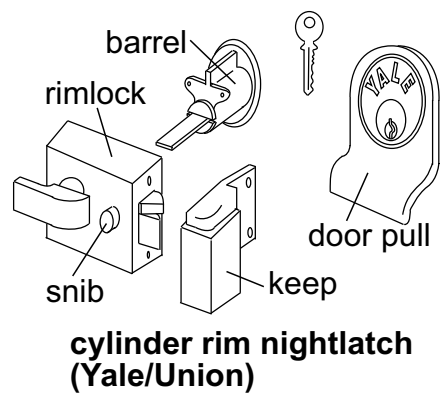
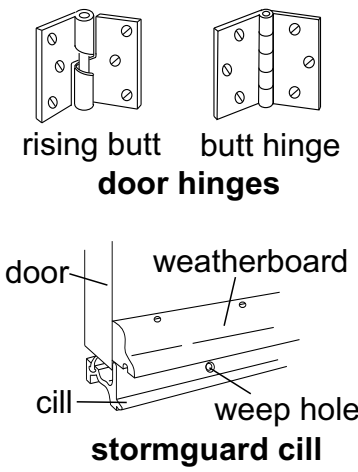
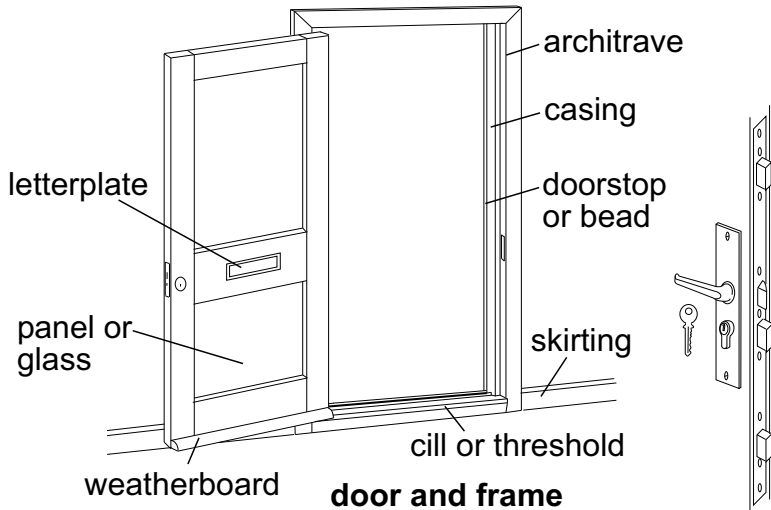
- replacing door locks or keys when keys are lost or broken, or you get locked out
- getting extra keys cut
- replacing glass in windows or doors unless the cause of the damage was outside your control
- keeping window trickle vents clear
- fitting and replacing latches, handles, chains or extra locks
- oiling locks and hinges and adjusting doors, particularly when you have new carpets fitted
- fitting curtain rails, pelmets and coat hooks
- replacing light bulbs, fluorescent tubes and starters
- resetting trip switches
- testing the smoke detector provided by us
- getting chimneys swept at least once a year if used for wood or coal fires
- trying to clear blocked basins, sinks, baths and toilets
- repairing and replacing toilet seats
- replacing plugs and chains on baths, basins and sinks
- cleaning shower heads and replacing shower heads and hoses
- fitting wastes and pipework for dishwashers and vents for tumble driers, if not already provided
- replacing clothes lines or restringing rotary driers
- maintaining general garden paths (not those to front or back doors) and any other general garden features, unless in a shared area
- maintaining fences between neighbouring gardens, unless it is post and wire or is a privacy panel
- keeping gully grids clear of leaves and rubbish
- replacing TV aerials and sockets (unless communal aerials).

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Doors and locks



Your responsibilities

- Replacing keys or locks when keys are lost or broken, or you get locked out.
- Getting extra keys cut.
- Fitting or replacing handles, latches, chains, or any extra locks.
- Oiling locks or hinges.
- Adjusting doors particularly when you fit new carpets or laminate flooring.
- Replacing broken glass unless you give us a police crime reference number.

Advice

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay for the cost of the repair.
- We will only do emergency repairs to make the property safe and secure. A full repair will be done at a later date.
- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime reference number, otherwise we may charge you for the cost of the repair.

We need to know

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



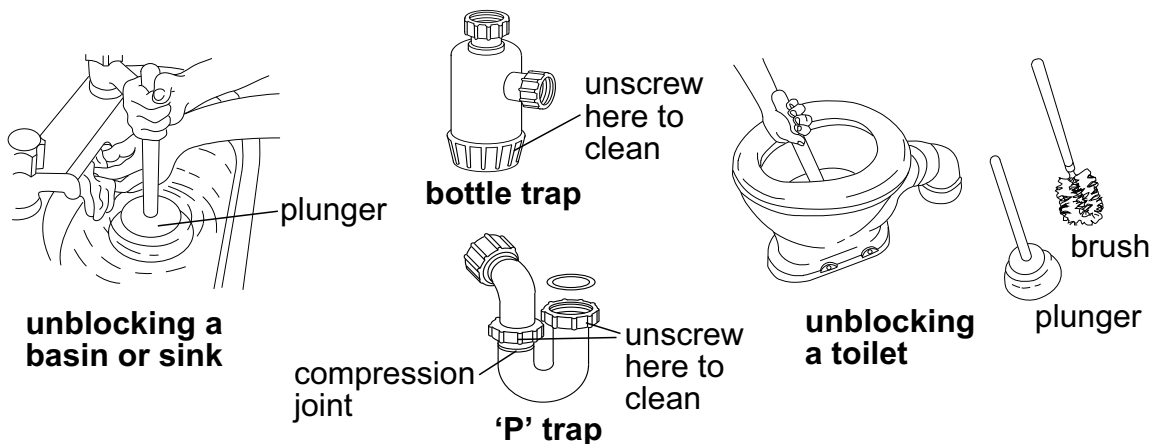
Doors, locks

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Handy hints

Clearing a blocked waste



General advice

- Blockages in basins and sinks are usually caused by the build-up of waste in the trap: fat, tea leaves, hair, cooking oil etc. We advise you to clear wastepipes and traps at least once a month with a domestic cleaning product. Always follow the instructions carefully. **Do not** use caustic soda as it destroys plastic fittings.
- The trap always holds some water which stops air or foul smells coming up the drain. However, waste can build up and become stuck in it.
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. This will need to be cleared by us. Contact us.
- Blockages in toilets are usually caused by unusual objects: nappies, toys or toilet fresheners. You must not use toilets as rubbish or waste disposers.

What to do

You need:

- bowl or bucket
- jug or cup to be used as a scoop
- wet rag or dishcloth
- plunger - for the toilet you can use a toilet brush or mop
- protective gloves.

To unblock a bath, basin or sink:

- scoop out most of the water
- hold the rag tightly over the overflow opening
- place the plunger over the plug hole and pump it up and down rapidly.

To unblock a toilet:

- if the pan is already full, remove some of the water into a bucket using some form of scoop, eg a jug or cup
- push the brush or plunger to the bottom of the pan
- pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage
- flush the toilet to see whether the blockage has gone.

You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of attempts, you should contact us.

Thoroughly wash your hands and all equipment after you have finished.