



Our repair responsibilities

We are responsible for maintaining the structure and the outside of the building, including the roof, chimney and the following:

- outside walls, external doors, window sills, window catches, sash cords and window frames (but not the glass in the windows)
- external painting of the property
- drains, gutters and pipes
- gates, fences, walls, steps, footpaths, garages and stores
- water, heating, gas and electricity
- basins, sinks, baths, showers and toilets
- electric wiring (including sockets and switches)
- decorate communal entrances, halls and stairways
- white goods supplied by us

We will do repairs within a reasonable time of you telling us about a problem. This may depend on how urgent the repair is and whether materials, items or contractors are needed.

Allowing us access

You must allow our staff and contractors to enter your home to carry out repairs, or inspect work that has recently been carried out. We will normally give you at least 24 hours notice that we will be calling unless it's an emergency. If you do not allow access, we may charge you for the cost of the visit.

Missed appointments

If we make an appointment to carry out work and you are not in when our contractor calls, we may charge you for the cost of that visit.