

Information Sheet 4: Repairs and Maintenance

Who is Responsible for Repairs?

Herefordshire Housing is responsible for keeping the common parts of your block in good repair. This means that we will maintain the structure of the building and the internal and external communal areas.

You are responsible for keeping the inside of your home in good repair. This includes the glass in the windows, the interior plastering to walls and ceilings, water pipes and other service pipes and cables within your property.

Repairs and improvements are split between day-to-day maintenance and major works. This section identifies who is responsible for carrying out certain types of repairs, whether it is Herefordshire Housing as the landlord or you as the leaseholder, and how to go about requesting repairs. The cost of routine repairs is usually recovered in the repairs element of the service charge.

Remember, to check your own copy of the lease agreement, it will inform you of your specific repair responsibilities. The following table provides a guide on who is likely to be responsible for repairs:

Type of Repair to	Responsible Person
Doors:	
Door to individual flat	Leaseholder
Door fastenings	Leaseholder
Door frame to individual flat	Landlord
Communal entrance doors to block	Landlord
Lost keys/ locks and handles	Leaseholder
Internal doors in flat	Leaseholder
Existing door entry systems	Landlord
Windows:	
Window frames (in external wall)	Landlord
Double glazing in UPVC windows	Leaseholder
Glass in windows of flats	Leaseholder
Window – fastenings	Leaseholder
Heating:	
Individual central heating system	Leaseholder
Gas Appliances; Servicing and Safety Checks	Leaseholder
Sweeping chimneys	Leaseholder
Electrical:	
Faults within the flat	Leaseholder
No mains supply to the flat (other than a powercut)	Landlord
Communal lighting	Landlord
Check after water leak from another tenant's flat or communal area	Landlord

Plumbing:	
Burst pipe in flat	Leaseholder
Taps and tap washers	Leaseholder
Stopcocks, ball valves	Leaseholder
Bath, basin, sink and w.c.	Leaseholder
Blocked waste pipes	Leaseholder
Hot or cold water storage tanks within flat,	Leaseholder
Communal water storage tank	Landlord
Communal pipes under floor	Landlord
Water main supply to flat	Landlord
Floors within Flats:	
Floorboards	Leaseholder
Structural floor slabs	Landlord
Floor Joists	Landlord
Skirting boards and mouldings	Leaseholder
Floor tiles, concrete screeding	Leaseholder
Walls:	
Interior non structural walls	Leaseholder
Structural walls of flat and block	Landlord
Foundations	Landlord
Plaster and plasterboard - interior of flat	Leaseholder
Architraves and mouldings	Leaseholder
Decorations:	
Internal decorations to flat	Leaseholder
Communal area decorations	Landlord
Communal Facilities:	
Communal entrances, passages, landing and stairs	Landlord
Communal TV aerials	Landlord
Communal gardens and car parks	Landlord
Exterior:	
Roof	Landlord
Chimney (not sweeping)	Landlord
Gutters & rainwater pipes	Landlord
Painting	Landlord
Fencing of communal areas	Landlord
Grounds maintenance of communal areas	Landlord
Balconies (structural parts and railings)	Landlord
Main drains	Landlord
Storage and refuge bin areas	
Interior:	
As a general rule repairs in the interior of the flat are the responsibility of the Leaseholder and communal areas are the responsibility of the landlord	

Gas Servicing

If you have gas central heating in your flat or maisonette you should get the appliances serviced each year to ensure that the health and safety of yourselves and other resident in the block is not compromised.

It is your responsibility to service your gas appliances every 12 months due to the risk of carbon monoxide poisoning or potential explosion from faulty appliances.

For further information contact Corgi. Copies of certificates should be sent to the Herefordshire Housing's Legal Team.

If you suspect a gas leak please report it immediately to Transco on their emergency free phone number – 0800 111 999.

Building Insurance

Herefordshire Housing are responsible for insuring the building in which your flat or maisonette is situated. This means that you do not need to have your own separate buildings insurance policy.

The insurance policy is held with Acumus.

When you report a day-to-day repair there is certain information we will need from you.

- Your name and address
- A phone number where we can contact you during the day.
- As much information about the repair as possible.
- Any special instructions the person coming to your home or communal area should know.
- If we need access to your home we will offer you an appointment and give you a choice of morning or afternoon on a specified date. (Morning appointments are between 8am to 12pm and afternoons are between 12pm and 4pm).

When will the repair be completed?

We will always try to work flexibly with our customers and in some circumstances, usually for older people or people with disabilities, complete repairs more quickly than our designated repair priority.

We give all the repairs reported to us one of the following priorities

- Emergency
- Urgent
- Routine
- Programmed Repairs

We will tell you what priority category your repair request falls into and the target date for completion when you first request a repair.

In some cases it may be necessary for an inspection to be carried out prior to any works.

If you are unhappy because the repair has not been done or when the repair completed does not meet your standards, please make contact and let us know as soon as possible.

Carrying out your own repairs

You are responsible for maintaining the interior of your flat.

If you need to carry out any repairs you must make sure that these are carried out with care, making sure that no damage is caused to shared serviced or to the structure or communal areas of the block.

If you do cause damage to the structure or the communal areas of the block then Herefordshire Housing will charge you for the repairs to put the damage right.

Carrying out your own alterations

As a leaseholder you have the right to improve your home, but for some improvements you will need written permission from us. We don't need to know about minor works such as redecorating but we do need to know if the works will affect the structure or the appearance of the building. We also need to know if the works will cause a disturbance to other residents to the block or will affect the communal plumbing or electrical services.

If you want to change your front door you need to ask for our permission as we need to ensure that you install a door that meets our fire resistance requirements.

Aerials or satellite dishes should not be erected without our consent.

If you want to install laminate flooring you must ask us for permission. We will have to consider whether this will cause a noise nuisance to other residents.

Please be aware that for some works you may also additionally require planning permission and/or building control consent from Herefordshire Council.

How do I get permission?

Please write to the Legal Team at Herefordshire Housing, Legion Way, Hereford HR1 1LN. In your letter please include as much detail about your proposed works as you can and where appropriate enclose a drawing or plan.

We may need to send a Surveyor to meet you at your home and see what you propose to do before we are able to respond to your letter.

There may be a charge for giving permission; details will be given to you on receipt of your request.

If we do not give you permission then we will write and explain why. We won't refuse permission unreasonably.

If you do carry out alterations without our consent we can ask that you remove your alteration and put things back to how they were at your own cost.