

*Stronger communities,
Better homes, Smarter business*



Repair Responsibilities



If your property needs a repair you need to let us know so we can fix it. If you live in a block of flats or sheltered accommodation, you also need to let us know of any repairs that are needed in any shared areas, such as stairwells or drying areas.

We are here to make sure that the structure and outside of your home are maintained to a good standard.

You are responsible for the decoration inside your home and your own fixtures and fittings. The table in this leaflet gives full details on who is responsible for repairs to various items in and around your home.

You are responsible for:

- Informing us when repairs are needed.
- Keeping your garden area tidy and free of all rubbish.
- Taking care to prevent damage once a repair has been identified.
- Allowing us access to your home to carry out an annual gas safety check and any inspections that are necessary.
- Taking full responsibility for anything that you have had fitted yourself or for any damage caused by members of your household or visitors.

You can report repairs by:

- By visiting our website www.alliancehomesgroup.org.uk
- By emailing us at Hotline@alliancehomes.org.uk
- By calling us on 03000 120 120 (option 1)

Item	Who is responsible?		Exceptions
	Us	You	
Banisters and handrail (loose) Internal and External	✓		Unless damaged or removed by a member of the household.
Bin stores	✓		Not collection of rubbish.
Blocked sinks		✓	
Blocked toilets	✓		If the blockage is found to be the tenants fault, you will be recharged.
Carpets (including strips)		✓	
Cat flaps		✓	
Ceilings	✓		
Central Heating system: solid fuel/gas/electric	✓		
Chimney (inc. pots and cowls)	✓		
Chimney sweeping	✓		
CO2 detectors	✓		Only where there is an open flued appliance.
Cookers		✓	
Communal areas to flats - maintenance	✓		
Communal areas to flats - cleaning		✓	Sheltered accommodation only or where service charges apply.
Communal TV aerials	✓		
Decoration - external	✓		
Decoration – internal		✓	
Doorbells		✓	Unless you are in sheltered accommodation.
Doors - Internal & external (inc. hinges, frames and ironmongery)	✓		Unless damaged or removed by a member of the household.
Doors - internal adjustments	✓		Unless due to carpet fitting.
Door locks - external	✓		When you have lost or broken your key you will be recharged.

Item	Who is responsible?		Exceptions
	Us	You	
Down pipe (soil/rain water)	✓		
Drainage (mains drains, not shared)	✓		Except sinks, wash hand basins. We will investigate and refer to your provider for any shared mains.
Drain covers/manholes	✓		
Driveways	✓		Unless you have arranged for this to be done.
Shared drying areas provided by us	✓		
Electrical appliances and plugs		✓	
Electric wiring (inc. sockets, switches, lighting, consumer unit and immersion heater)	✓		
Emergency lighting (communal)	✓		
Entry systems	✓		
Estate footpaths, walls	✓		
Fascia boards/soffit boards	✓		
Fence - boundary to road/path	✓		
Fence - dividing properties	✓		
Fire alarms	✓		
Floorboards	✓		
Floor vinyl covering		✓	
Garages	✓		
Garden - grass cutting, hedge trimming, trees		✓	Except sheltered accommodation schemes.
Garden sheds		✓	Unless supplied by us.
Gates	✓		
Gas servicing and repairs	✓		

Item	Who is responsible?		Exceptions
	Us	You	
Glass	✓		Unless damaged or removed by a member of the household.
Greenhouses		✓	
Guttering	✓		
Hatch to loft	✓		
Insulation to cold water tanks and pipe work in loft	✓		
Insurance - building	✓		
Insurance - contents		✓	
Keys (replacement)		✓	
Kitchen fittings (inc. doors, draws & fittings)	✓		Unless damaged or removed by a member of the household.
Laminate flooring *we will not be responsible for your laminate flooring where we have to disturb it to carry out a repair		✓	Permission must be given before flooring is laid.
Lifts and stair lifts	✓		
Light bulbs & fluorescent tubes		✓	
Lights - sealed units	✓		
Meters - Gas & Electric		✓	You will need to contact your supplier. We are responsible for the outside electrical boxes.
Mirrors and towel rails		✓	
Overflow pipes	✓		
Outside taps		✓	
Parking areas (communal)	✓		
Pests & vermin		✓	Unless in communal areas or sheltered accommodation.
Plaster (plasterboard)		✓	
Play areas	✓		

Item	Who is responsible?		Exceptions
	Us	You	
Retaining walls in garden	✓		
Resetting electric trip switches		✓	
Roof (inc. tiles & slates)	✓		
Roof light (skylights)	✓		
Satellite dishes		✓	
Security lighting (external)	✓		
Shower unit	✓		
Smoke detectors	✓		
Soft furnishings		✓	
Solar panels on roof (PV)	✓		
Spin/tumble dryers		✓	Unless in communal areas.
Stairs/steps	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats		✓	
TV aerial		✓	Unless in communal areas.
Washers on taps and ball valves	✓		
Washing lines		✓	Communal areas.
Washing machine (including hot & cold water supply)		✓	Unless in communal areas.
Water supply (inc. taps, valves and stop taps). Hot & cold storage tanks and pipes	✓		
Window frames & fittings	✓		
Worktops		✓	

If you have any queries or are unsure about anything, please call us on 03000 120 120 (option 1) for help and advice.





This information is available in large print, on audio CD and in other languages on request. If you require any of these services please contact us on: 03000 120 120

We want to give you high quality services that meet your needs so we monitor our services all the time.

If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, we'd like to hear from you. There are a number of ways you can make a comment about our service, and more information is available in our leaflet:



NSAH (Alliance Homes) Ltd is a 'registered society' trading as Alliance Homes with charitable status.

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www.alliancehomesgroup.org.uk



business for neighbourhoods