



Repairs to your home

There are a range of responsibilities we and you have for repairing and maintaining your home.

In our supported housing schemes some responsibilities for repairs and internal decoration might vary from the ones set out in this leaflet. Your support worker will let you know what difference they are.

We are responsible for certain repairs as listed below. Should damage be caused to your home (or to our fixtures and fittings or to the shared parts) by you or any member of your household or any visitors you have invited to your home, you will have to pay the reasonable costs we have paid out in carrying out the repair work.

Repairs we are responsible for

The structure and outside of the premises

drains, gutters and outside pipes;
the roof and outside walls;
outside doors, window sills, window frames, window glass
painting and decorating outside;
pathways, steps and other access routes; and
boundary fencing, walls and gates.

Inside of the premises

structural repairs to inside walls, skirting boards, door frames, stairs, floors and ceilings;
replacing outside door locks, if faulty;
gas and electric fires
electric wiring, switches, socket outlets and light fittings;
gas pipes, waste and water pipes;
replacing cracked and broken wall tiles.

Installations in the premises

the water supply;
the gas supply;
the electricity supply, although not setting up a personal supply account with a utility company
baths, toilet pans and washbasins;
room heating and water heating;
emergency alarms;
fire extinguishers and fire blankets;



food safety including sinks, draining boards, worktops and cupboards or shelves for storing cooking utensils and equipment.

Shared parts

(Areas which are used by tenants of more than one property)

repairs to and decorating shared entrance halls;
repairs to and decorating shared halls, stairways, passageways and lifts;
play areas, drying areas and drying rooms, including fittings we have provided; and
bin storage areas and other installations for getting rid of rubbish (but not tenants' dustbins or bin holders).

The above lists are examples only but give a clear idea of our responsibilities.

Your responsibilities

Your tenancy agreement lists your responsibilities as follows.

1 Decorating inside

You must keep the inside of the property in a good and clean condition and decorate all parts of the property inside as often as is necessary to keep them looking good. There are a very small number of properties which have a tenancy agreement which set out that the Association will decorate the property internally. If your tenancy states this the Association will retain the responsibility for decorating.

2 Damage

You must repair any damage caused deliberately or by neglect or carelessness on your part or the part of any member of your household or visitor to the property. This includes replacing any broken glass in windows and repairing or replacing any damaged fittings and installations. If you fail to repair any damage for which you are responsible, we may carry out the works and charge you the cost of the work.

3 Moving out

You may end your tenancy by giving us four weeks' notice in writing. At the end of the tenancy, you must leave our fixtures and fittings in good condition and the property free from rubbish. We may carry out any repairs you fail to do and charge you any costs involved.



4 Gardens and External Areas

You must keep any garden, pathway, parking area or other area let to you clean and tidy and free from rubbish, discarded objects, abandoned cars and other obstacles.

You should maintain any garden to which you have exclusive use to the reasonable satisfaction of the Association unless the Association provides services for ground maintenance.

Repairs you are responsible for

You are responsible for:

- Replacement of door keys (both interior and exterior doors).
- Replacement of damaged door handles, latches, letterboxes and doorknockers.
- Renewal of gully grids, plugs for sinks, baths and wash hand basins.
- Cleansing of sink, baths, wash hand basin and lavatory, basin wash pipes.
- Renewal and resetting electrical fuses, apart from those in the mains fuse box, which are the property of the utility company.
- Replacement of electrical fittings, plugs and light bulbs and any electrical goods owned by the tenant.
- Easing of internal doors including for over carpets and the provision of rising butts to doors.
- Filling of shrinkage cracks in walls and ceilings.
- T.V. or radio aerials installed by the tenant and the repair to damage caused in their erection or removal.
- Damage to floor tiles.
- Light bulbs.
- The repair or replacement of clotheslines, including posts, where they are provided for exclusive use by one household.
- Repair or replacement of dustbins or bin holders.
- Batteries for domestic mains operated smoke detectors/alarms with a battery backup.
- The erection/removal and making good after the installation of Satellite Dishes.
- Toilet seats.
- Battery powered door bells.
- Door security chains installed by you.
- Improvements carried out by you, which have not been formally adopted by the Association.
- All soft furnishings provided by you including all flooring e.g. carpets, laminated flooring etc. This includes the removal to a recognised tip of all unwanted items.
- All white goods e.g. cookers, fridges, washing machines provided by you
- Taking and recording of utility meter readings e.g. gas, electric, water.



- Maintenance of all soft landscaped areas e.g. grass, shrubs, borders and trees within the gardens provided under the terms of the tenancy.
- Eliminating pests and infestations.
- Minimising the cause of airborne condensation.
- The careful storage and placement for collection by the local Authority of all domestic refuse.
- Sink; WHB; toilet blockages where caused by you or your visitors.
- Garden timber sheds.
- Any glazing damaged by you or your visitors.
- Provision of stability brackets for gas cookers.

Contact information

For more information please contact Property Services.



Phone: 01792 460192



Email: repairs@fha-wales.com

Or



**Write to: Property Services, 43 Walter Road,
Swansea, SA1 5PN**

You can ask us for a copy of this leaflet in other languages and formats such as larger print.