

Your responsibilities

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 and repairing or damaged fittings. 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.

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.

Gardens and External Areas

You must keep any garden, pathway, parking area 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 standard e.g. cutting grass, shrubs and trees.

Family Housing

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Contact Us



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familyhousingassociation

Repairs to Your Home



Providing high quality affordable homes and services,
giving support and assistance to people when needed.

Tai Teulu



Family Housing

Making a positive difference to people's lives...

Family Housing are responsible for:

The structure and outside of the premises

- ✓ Drains, gutters and outside pipes;
- ✓ External walls and roof
- ✓ Doors and windows
- ✓ Painting and decorating outside;
- ✓ Pathways and steps
- ✓ Boundary fencing, walls and gates.

The Structure and inside of the premises

- ✓ Repairs to inside walls, skirting boards, door frames, stairs, floors and ceilings
- ✓ Door locks
- ✓ Electric wiring, switches, socket and light fittings
- ✓ Gas pipes, waste and water pipes;
- ✓ Kitchen and bathroom wall tiles.




Installations in the premises

- ✓ Water/ gas/ electric supplies
- ✓ Baths, toilets and washbasins
- ✓ Room and water heating
- ✓ Fire alarms, extinguishers and fire blankets
- ✓ Kitchen sinks, worktops and cupboards

Communal Areas

- ✓ Repairs and decoration of halls, stairways and passageways
- ✓ Lifts
- ✓ Play areas
- ✓ Drying areas and laundry rooms
- ✓ Rubbish bin areas

Repairs you are responsible for

- Replacement of door keys 
- Replacement letterboxes (if you live in a house)
- Renewal of gully grids, plugs for sinks, baths and wash hand basins
- Replacement of clotheslines where they are for exclusive use by one household.
- Resetting of electrical trip switches
- Replacing light bulbs 
- Easing internal doors following new carpets being fitted
- Filling minor cracks in walls and ceiling
- T.V. aerials and satellite dishes
- Toilet seats.
- Battery powered door bells
- Door security chains installed by you. 
- Improvements carried out by you, which have not been adopted by Family Housing.
- Electrical appliances e.g. cookers, fridges, washing machines that you own
- Minimising the cause of condensation.
- Blocked toilets, sinks and wash hand basins.
- Garden timber sheds
- Gas cooker stability chains

Decorating inside

You must keep the inside of the property in a good, clean condition and decorate all parts of the property inside as often as is necessary to keep them looking good.

