**Bangla Housing Association**

**Tenants Repairs Responsibilities**

## As a tenant you are responsible for the following repairs at your home. Please note this is for guidance only and not exhaustive. For further information, please contact your Maintenance Office.

## Carpentry:

* Latches & catches to internal doors including internal door locks & handles
* External door furniture on individual doors including door bells, knockers & letter boxes (not communal)
* Replacing or fixing curtain rails
* Replacing lost keys, renewing locks or repairing damage done because you have lost keys, had keys stolen or locked yourself out.
* Putting up shelves
* Adjusting internal doors not fitting/closing properly
* Broken Glazing (unless it is as a result of a reported crime and you have a crime reference number from the Police Station)
* Installing extra locks or other sec. On windows & doors (this includes maintaining any other secondary lock to the front door other than the Yale/night latch)

**Gardening:**

Keeping tidy any garden area let with the property including;

* Any gardening and removal of large amounts of garden rubbish
* Garden sheds (except any integral ones)
* External taps (except communal taps)
* Kept trimmed any trees or shrubs in the garden
* Garden fencing (except boundary walls and fences)

## **Plumbing:**

* Unblocking sinks, baths/ toilets and waste pipes blocked by such things as disposable nappies, sanitary towels, plastic bags, cooking fat, beans etc.
* Installation of/or pipe work in connection with plumbing for w/ machines or d/ washers
* Bathroom or kitchen tiles worked loose
* Bath, wash-hand or sink sealant
* Any cracks to basins, sinks & toilets which appear to have been broken through misuse
* WC seats
* Replacing tap washers to bath, wash hand basin and kitchen sink
* Replacing plugs and chains to sinks, baths and wash hand basin
* Bleeding radiators
* Maintaining shower fittings in bathroom

**Electrical:**

* External lights other than communal lights (like patio lights)
* Repair of fuses, door bells, light bulbs & fluorescent kitchen/bathroom/shaver lights and broken light filaments.

## **Structural repairs:**

* Latches, hinges, hasps, staples, etc. or any furniture on gate.
* Holes to internal walls.
* Any decorating of the inside of the property other than making good.

## Other:

* Moving furniture and fitted carpets prior to repair being done & removing unwanted refuse.
* TV Aerials (unless paid for by service charge)
* Maintaining installations done by the tenant
* Pest infestations of any kind (excluding in complete blocks of flats) (this includes, mice, rats, cockroaches, ants and similar)
* Making good any damages caused by the tenant, a family member or a visitor

**Bangla Housing Association’s Responsibilities**

The following repairs are Bangla’s (landlord’s) responsibilities. We will carry out repairs to these items as per our repairs policy. Please report any of these repairs to us on Tel 020 89851124. When you report them we will inform you when the repair will be carried out.

|  |  |  |  |
| --- | --- | --- | --- |
| Drains  Gutters  External Pipes  Roofs  Sash Cords  Window frames  Outside Walls | Window Sills  Window Catches  Internal Walls  Gas pipes and water pipes  C/H installations Inc. leaks & rads  Floors | Ceilings  Doors & Door Frames  Door hinges  Skirting boards  Water heaters  Airlocks | Pathways, steps & means of access.  Plasterwork, internal  Garages & stores  Boundary walls & fences  Flushing systems (like water tanks) |

April 2016

Drains

Gutters

External Pipes

Roofs

Sash Cords

Window frames

Fireplaces

Fitted fires

Outside Walls

Drains

Gutters

External Pipes

Roofs

Sash Cords

Window frames

Fireplaces

Fitted fires

Outside Walls