

# REPAIRS: WHO IS RESPONSIBLE FOR WHAT?



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PHA Homes takes seriously our responsibilities as a landlord and we are very focused on ensuring that our tenants and residents have a home that is safe and comfortable. However, as well as the landlord having legal responsibilities for maintaining homes, tenants also have a legal responsibility to maintain their home under the terms of the Tenancy Agreement signed by both parties.



# REPAIRS: OUR RESPONSIBILITY

We will keep in good repair the structure of your home.

## **This includes:**

- drains, gutters and external pipes (not clearing blockages)
- the roof
- outside walls, outside doors, window sills and catches, sash cords and window frames (including external painting and decoration)
- internal walls, floors, ceilings, skirting boards, doors and door frames (not including painting or decoration)
- chimneys, chimney stacks and flues (not including sweeping)
- pathways, steps or other means of access to your home (not including sweeping or clearing of snow, ice or moss)
- plasterwork
- boundary walls and fences

This list is for example only and should not be treated as a complete list.

We will keep in good repair and working order, installations provided by us at your home for space heating, sanitation, the supply of water, gas and electricity.

## **This includes:**

- basins, sinks, baths, toilets, flushing systems and waste pipes.
- electric wiring including sockets and switches.
- gas pipes and water pipes.
- water heaters, fireplaces, fitted fires and central heating installations.

This list is for example only and should not be treated as a complete list.

We will take reasonable care to keep the common areas under our control in repair and usable. Common areas are areas used communally by a number of our tenants.

## **This includes:**

- shared hallways and stairways.
- shared green space.
- shared rubbish storage areas.
- lift services
- laundries
- drying rooms
- play areas

This list is for example only and should not be treated as a complete list.

# REPAIRS: YOUR RESPONSIBILITY

You are responsible for carrying out minor repairs of the sort normally undertaken by an occupier of premises.

This includes:

- clearing blockages to pipes.
- replacing tap washers.
- replacing electrical bulbs and fuses.
- replacing toilet seats.
- replacing plugs on appliances.
- replacing sink and bathtub plugs.
- replacing fuses in your appliances.
- replacing smoke alarm batteries (where battery operated).

This list is for example only and should not be treated as a complete list.

**If you fail to meet your responsibilities to carry out minor repairs, we may carry out these repairs and recharge you.**



# IMPROVEMENTS AND ALTERATIONS:

You may make improvements or alterations to your home provided you first obtain our written permission.

If you carry out any improvements or alterations without our written permission you must restore your home to its previous condition within 28 days of being requested to do so by us.

**If we are of the opinion that you cannot safely carry out the reinstatement of your home we may carry out the work and recharge you.**

## **Improvements include:**

- erection of a television aerial or satellite dish
- external decoration
- additions or alterations to our fixtures, installations or fittings
- fitting of laminate flooring (not permitted in flats)
- erection of fencing or walls
- erection of a shed
- erection of a car port
- erection of a conservatory or porch
- installation of a pond

This list is for example only and is not a complete list.

We may impose conditions when giving our permission. If conditions are imposed, you should not carry out any improvements or alterations, or allow others to do this, without meeting these conditions. If you carry out any improvements or alterations without meeting these conditions, we will treat this as carrying out improvements or alterations without our permission.

As well as obtaining our permission you must establish whether or not planning permission, building control and/or any other permissions are needed. These are not covered by our permission and are given separately. We may withdraw any permission to improve or alter your home if other permissions are not obtained.

### Alterations include:

- removal in whole or in part of any wall or partition at your home
- blocking up or making of a window or door
- removal or redirection of water or heating pipes
- removal of water or space heaters including boilers and radiators
- removal of doors
- hacking off of plaster or render internally or externally
- removal of fixed cupboards or kitchen units
- removal of sinks or other sanitary appliances
- erection of a satellite dish, TV aerial and/or other radio or telecommunications equipment.

This list is for example only and is not a complete list.

If you replace any of our fixtures, installations or fittings you must leave these at your home at the end of the Tenancy, unless we give you permission to take them with you.

If we have to reinstate or replace any fixtures, installations or fittings at the end of the Tenancy, which were removed or altered by you, you will be liable for the cost.

If you make alterations or improvements to your home, you will be responsible for their upkeep and repair until the end of this Tenancy.

Any alterations or improvements carried out must be undertaken by a suitably qualified person

You must arrange your own insurance for any alterations or improvements made by you or accepted by you as part of the Tenancy.

We will not accept any liability or responsibility for maintaining any alterations, improvements or additions you have made to your home and will hold you liable for any damage caused to your home or adjoining property or its fixtures and fittings resulting from any such improvements, alterations or additions.

Any work necessary to repair damage caused to your home or adjoining property or its fixtures and fittings resulting from improvements, alterations or additions you have made, must be carried out to our satisfaction.

**Failure to do so may result in us carrying out the work and recharging you.**







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