

# Repairs and your tenancy



As your landlord we aim to provide quality repair services, on time and with the highest standards of customer care. Generally, we are responsible for repairs to the structure and outside of your home. We will only repair items which we supply or which we have accepted (in writing) responsibility for maintaining. If the item has been damaged by wilful misuse or neglect we may not accept responsibility for its repair.

## Your responsibilities

- You must tell us when a repair needs doing in your home
- You must allow reasonable access to your home for the purposes of repairs and maintenance
- When you buy and fit your own fixtures, fittings and appliances it is your responsibility to repair and maintain them
- If items are damaged or missing due to wilful misuse or neglect you will be expected to replace or repair them
- You must remove rubbish from the inside of the property (including the loft) and from the outside of the property both during and at the end of your tenancy.

## Reporting repairs

If you have a repair to report, contact our Freephone Repair line on 0800 678 1894. You will need to provide as much detail as possible about the repair and include your contact/access details.

If the repair is our responsibility, we will confirm the category of your repair so that you know the maximum time you will wait for completion. You will also be provided with a unique repair reference number which you should quote in any future communication.

We prioritise each repair as follows:

### ■ **Emergency repairs**

We will respond to emergency work within two hours and complete the work within 24 hours of you reporting your repair

### ■ **Urgent repairs**

This work will be completed, by appointment, within three working days of you reporting your repair

### ■ **Routine repairs**

This work will be completed, by appointment, within 20 working days of you reporting the repair.

## Emergency repairs

You can report an emergency repair at any time of the day or night.

Emergency repairs include any defects or damage that may make the property unsafe, insecure or dangerous (e.g. electrical faults, gas escapes, major leaks, security issues or blocked drains etc).

## Rechargeable repairs

We will make a charge for any repairs that need to be carried out due to deliberate damage or neglect caused by you, members of your family or visitors to your home, or damage caused as a result of police following enquiries.

## Improvements to your home

You can carry out improvements to your home as long as you get our written permission before you start. The work must be done to a reasonable standard and you must, if required, obtain building regulation approval and planning permission.

## Major improvement works

We are undertaking a five year £300m major improvement programme to ensure all our homes meet the higher LMH standard. This programme includes installing double glazing and central heating, as well as the renewal of bathrooms and kitchens where needed.

## Important

**If you have installed laminated flooring/block paving to your home, please be aware that it may be necessary for you to take up the flooring/paving to enable the repair work to be carried out. LMH will not repair or replace any flooring/paving that is damaged whilst attending to your repair.**

### Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

### Repairs:

Tel: 0800 678 1894

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)

