

Repairs and your tenancy

As your landlord, we aim to provide a quality repairs service, 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 and you should refer to your tenancy agreement for further information.

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 or you may be recharged for the cost of the work.
- 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.
- You must not carry out any improvements or alterations to your home without our prior written consent.

Reporting repairs

If you have a repair to report, contact us on 0800-678-1894 and provide as much detail as possible about the repair and include your contact details. If the repair is our responsibility, we will confirm the category of your repair so that you know the maximum time you can expect to wait for it to be completed. You will also be provided with a unique reference number which you should quote in any future communication.

Emergency Repairs

You can report an emergency repair at any time of the day and night by calling us on 0800-678-1894. We will respond to emergency work within two hours and complete the work within 24 hours of you reporting your repair.

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

Routine Repairs

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

Rechargeable Repairs

We will charge you 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 enquiries. Please refer to your tenancy agreement for more information about this recharge policy.

Improvements to your home

You can carry out improvements to your home as long as you get our written permission before you start. This work must be done to a reasonable standard and you must, if required, obtain building regulation approval and planning permission. Please refer to your tenancy agreement for more information.