



Homes & Enterprise

Supporting BME Communities
and Multi-Cultural Neighbourhoods

Repairs Responsibilities



If you want to fix problems in your home – it may be down to you

Who is responsible for repairs?

When you move into one of our properties, it isn't just Unity's property - it's your home. There are some things that we expect you to do yourself, and we expect that you will want to change some things to make it your own.

The 'Tenant's Handbook' tells you what you and Unity Housing must do to keep your home in a good condition. However this leaflet will provide a summary of these responsibilities, if you have any questions we will be happy to help just give us a call on **0113 200 7700**.

Unity's responsibilities

Unity is responsible for repairs and maintenance caused by wear and tear to the following:

- ✓ Drains, gutters and external pipes
- ✓ The roof (including chimneys)
- ✓ Outside walls, outside doors, window sills and frames, window catches (including external painting and decoration)
- ✓ Internal walls, floors and ceilings (excluding laminate flooring, carpets, etc), doors and door frames, door hinges and skirting boards (but not including internal painting and decorating).
- ✓ Pathways, steps or other means of access
- ✓ Plasterwork (excluding damage caused by redecoration works)
- ✓ Integral garages and stores
- ✓ Boundary walls and fences

- ✓ Basins, sinks, baths, toilets, flushing systems and waste pipes
- ✓ Water heaters, fitted fires (installed and provided by Unity)
- ✓ Central heating
- ✓ Electrical equipment and circuits installed by Unity (but excluding satellite dishes, Digital TV cables, telephone cables, etc).

Tenant responsibilities (some examples)

As a tenant, you are responsible for the following:

- ✓ Repairs to your own fixtures and fittings (curtains rails, cookers, etc)
- ✓ Replacing light bulbs and fluorescent tubes
- ✓ Internal decorations
- ✓ Anything that belongs to you
- ✓ Dealing with pest problems
- ✓ Keeping your home clean
- ✓ Keeping sinks and drains unblocked
- ✓ Replacing broken toilet seats
- ✓ Any repairs to the property that have been caused by wilful damage, negligence or misuse either by you, your family or your visitors. Unity will expect you to cover the costs of these repairs.
- ✓ Your garden - it's important you keep your garden tidy, cutting grass or hedges and removing litter. Any trees in your garden are your responsibility, so that would mean pruning or clipping.

Making your own improvements

If you want to make changes to your home, you need to ask Unity for permission before doing any improvement works. We're not being difficult; we're trying to protect future tenants, who may not want to live with your changes.

Think ahead - do you want to have to take your improvement out when you move? If it's good quality, we may let you leave it for the next tenant. However, if it's poor quality or an acquired taste, we will ask you to remove it and pay to put it right.

You **don't** need permission to...

- Put up shelves or pictures. Please take them down and fill in any holes when you move.
- Plant flowers or small shrubs (as long as you don't share your garden with other tenants).
- Put up curtain rails or blinds.

You **do** need permission to...

- Replace doors, tiles or light fittings.
- Get satellite or cable installed.
- Put in laminate flooring or fitted wardrobes.
- Put up new fencing or window leading.
- Build a shed, lean-to or conservatory.
- Lay paving, decking or a parking area.
- Fit a burglar alarm or shower.
- Replace any of Unity's fittings (e.g. taps, fires).
- Do any structural work.

If you want to do something that isn't on this list, check with us before you do the work, just in case. To get permission, please write to us, giving as much information as possible about what you want to do. Or you could come to our office and speak to our staff, who will write down a statement for you. We will let you know within 10 working days.

Tenant recharges

Sometimes we have to repair things that are not our responsibility. For example, if you leave your bath running and it brings the ceiling down, it's your responsibility to fix it. However, Unity might have to repair it quickly because of health and safety. You are still responsible for the cost and will have to pay us back. We call this a tenant recharge.

Unity Housing is responsible for repairing and maintaining the structure and property together with any fixtures and fittings originally provided by Unity. Recharges will apply in circumstances where:

- You or a member of your family or your visitor causes damage to your home
- Damage is caused by neglect, misuse or abuse by the tenant, their family or visitors to the property

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

- Loss of keys and we have to force entry and change locks
- The repair is the responsibility of the tenant but you ask us to do the work

Vacating your property

When vacating a property, Unity will recharge for items damaged within the property and for clearance of any rubbish left in the property.

Before we recharge work to you, we will let you know how much it will cost and will give you the chance to repair it yourself. We will offer you the opportunity to repay us in affordable instalments. If you refuse to pay, we will not transfer you to another home or give you a good tenant reference.

For further information please refer to the leaflet 'Ending Your Tenancy'

Please Remember

If you have damaged your home and it needs urgent repair, we will do the work but we will send the bill to you to be paid.

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