



Repair Responsibilities

Welcome

We want your home to be a place where you truly enjoy living, and we believe that maintaining it should be a team effort.

This brochure is your guide to the repair services we offer for our social rental homes. Each page describes which repairs we provide, how we hope you'll take care of your home, and when we'll be there for repairs.

The repair responsibilities listed within this document are based on a standard tenancy agreement. Please always refer back to your existing agreement for further clarification.



General responsibilities for maintaining your home

Please note if you are a shared owner or leaseholder, you are responsible for **all** repairs and maintenance to your property

- Keep your home clean and in good condition,
- Preventing damage caused by neglect or misuse (you may be charged where this occurs),
- Carrying out minor repairs and replacements. Repairs that require no technical ability and use common household tools,
- Redecorating the inside of your home when needed,
- Keeping gardens and shared areas tidy and rubbish-free,
- Repairing your own appliances and fittings,
- Reporting repairs promptly and let us know if you are worried about anything in your home,

- Allowing access to your home to inspect and carry out repairs, servicing, or planned works.
- Keeping loft spaces clear of any personal belongings.

We advise you to consider purchasing home contents insurance. In the event of a burst pipe and subsequent water damage, for example, English Rural will handle the repair of the leak and the building's structural repairs. However, it's important to note that your personal belongings such as furniture, carpets, and appliances are your responsibility. To safeguard against potential

General Landlord responsibilities for maintaining your home

loss, we recommend that you secure Home Contents Insurance.

- Keeping the structure and exterior of your home safe, secure, and weatherproof,

If you are having difficulties with your responsibilities

- Making sure all fixtures and fittings for the supply of water, gas, electricity, heating, and sanitation are in working order.
- Ask your family, friends, or neighbours if they can help,
- Contact your local handyperson service- if you are disabled, elderly, or vulnerable then [Foundations](#) may be able to help,
- Use a qualified tradesperson, you can find a tradesperson at www.checkatrade.com or advertised in your local area,
- Always use reputable tradespersons, obtain a quotation, and do not pay until work is complete to your satisfaction.

Please continue to read for a comprehensive guide to resident and landlord repair responsibilities.

Kitchen



You are responsible for:

- Keeping the kitchen clean and in a good condition,
- Sink waste pipe blockages, when caused by negligence or misuse,
- Replacing sink plugs and chains,
- Connecting and repairing own appliances,
- Regularly cleaning extractor fans to ensure they are free of dirt and grease and are used daily to prevent the build-up of condensation,
- Ensuring that fat, grease, or cooking oil is not poured down the sink or drains.

We will repair:

- Water leaks (excluding your appliances/connections),
- Repairs to kitchen flooring we have provided (recharge may be applied if damage has been caused by negligence),
- Kitchen sinks and taps,
- Splashback tiles and seals,
- Kitchen fire doors,
- Kitchen cupboards, drawers and units,
- Repairs and replacement of extractor fans,
- Electrical sockets and isolator switches.

Bathroom and WC

You are responsible for:

- Keeping the bathroom and WC clean and in good condition,
- Preventing water damage and descaling all bathroom sanitaryware (toilets, wash hand basin, taps, etc),
- Replacing shower heads and hoses, plugs and chains,
- Clearing waste pipes and traps regularly as well as treating them with a suitable product such as drain cleaner,
- Sink, toilet, bath, and shower blockages when caused by negligence or misuse,
- The toilet seat, lid, hinges, and accessories such as mirrors, bath/ towel rails, and toilet roll holders.

We will repair:

- Water leaks,
- Basin and bath taps,
- Tiles and seals,
- Showers that we have installed,
- Trip hazards in the bathroom flooring we provided,
- Toilet flushing mechanism,
- Shaver point sockets and light fittings,
- Extractor fans.



All rooms (including the hallway, stairs, and landing)

You are responsible for:

- Keeping all rooms clean and in good condition,
- Redecorating, ie painting,
- Hairline cracks in walls and ceilings up to 3mm wide,
- Floor coverings except for standard English Rural lino to kitchen, bathroom/WC,
- Your own appliances and fittings,
- Curtain rails and fixings,
- Ensure internal doors open with ease, as a result of installing your floor coverings.

We will repair:

- Large cracks over 3mm wide and severely crumbling surfaces,
- Penetrative and rising damp,
- Helping to prevent condensation, including treating and cleaning mould,
- Structural collapse,
- Handrails and banisters for stairs.

Heating & hot water supply

You are responsible for:

- Allowing access for a gas service each year if there is a gas supply to your home,
- Allowing access for servicing for renewable systems (ie- air source heat pump),
- Solar Panel Cleaning (using a suitably qualified individual).

We will repair:

- Your heating system if it breaks down,
- Radiators and storage heaters,
- Heating systems: oil, gas, and electric boilers, associated pipes and radiators, storage heaters, solid fuel installations, open fireplaces, wood burning stoves, oil storage tanks, and Ground and Air Source Heat Pumps. Additionally, any other sustainable technologies we have installed at your home such as solar panels,
- Water leaks from your heating system,
- Hot water tanks and immersion heaters.

Electrics



You are responsible for:

- Replacing light bulbs (preferably with energy-saving LED bulbs),
- Replacing batteries in battery-powered smoke and CO2 alarms,
- TV aerials (unless communal),
- Battery-operated doorbells,
- Your own appliances, such as fridges, cookers, and washing machines, ensuring that they are not causing other electrical problems,
- Reporting faults with utility meters to your utility provider,
- Allowing access for electrical testing.

We will repair:

- Faulty plug sockets,
- Faulty light fittings and switches,
- Extractor fans and pull cords,
- Hard-wired doorbells,
- Hard-wired smoke and carbon monoxide detectors,
- Electrical hazards, such as exposed or sparking wires,
- Lightbulbs in sealed bathroom or kitchen lights.



Water issues & leaks

You are responsible for:

- Preventing water damage where possible,
- Following repairs to a leak you would be responsible for all decorative works,
- Contacting your water company if you have problems with your water supply,
- Drain and waste pipe blockages when caused by negligence or misuse (treating drains with a suitable product such as drain cleaner and sink unblocker),
- Reporting problems with wastewater drains and private or shared sewers to your water or sewage company.

We will repair:

- Leaking pipework,
- Storage tanks and water cylinders,
- Shared drain blockages in flats.

Sewage Treatment Plants

Please abide by the following rules if you have a sewage treatment removal system.

Do:

- Always use the manufacturer-recommended doses for your household cleaning products according to the hardness of your local water,
- Try to use cleaning products little and often so the sewage treatment plant isn't overloaded,
- Try to stick to the same washing, dishwasher, and other cleaning products – the bacteria will work more efficiently with familiar products,
- Use liquids, not powders in washing machines and dishwashers,
- Try to spread your clothes washing throughout the week.

Do not:

- **Do not** put sanitary towels, tampons, disposable nappies, baby wipes, cotton wool, incontinence pads, cotton buds, rubber products or other non-biodegradable products down the toilet,
- **Do not** pour fat, grease, or cooking oil down the sink or drains,
- **Do not** have a washing day, ensure you spread your washing loads throughout the week,
- **Do not** use household bleach and strong chemicals unsystematically or have a spring cleaning day,
- **Do not** tip bottles of medicines, mouthwash, etc, down the toilet because these can harm the bacteria inside the wastewater plant,
- **Do not** keep changing your brands of cleaners and washing powders,
- **Do not** pour any garden chemicals, paint, or car engine oils down the drains.



Doors and Windows

You are responsible for:

- Door chains, door numbers, secondary locks, lost door and window keys,
- Keeping internal doors in good condition,
- Keeping windows in good decorative order internally,
- Keeping them clean and wiping away moisture,
- Replacing broken glass (broken by you, your family, or guests),
- Ventilating your home, preventing condensation issues by opening windows and keeping trickle vents open, and daily use of extractor fans,
- Locks and keys to pigeonhole mailboxes,
- Installing additional window restrictors as required.

We will repair:

- Unsecured external doors, frames, and panels,
- Fire doors,
- Windows that do not open or close,
- Blown double-glazed windows that you cannot see through,
- External door and window locks,
- Broken internal door handles (unless caused by misuse).

Gardens



You are responsible for:

- Looking after your garden, regular maintenance, lawn care, pruning trees, shrubs and hedges,
- General maintenance of trees within your garden,
- Weeding paths, paving, and driveways,
- Removing rubbish,
- If you have pets, clearing up all animal waste daily,
- Clotheslines,
- Garden sheds, including locks,
- Repairing garden fencing/chain-link (apart from the first 2 panels).
- Water butts and associated pipework.

We will repair:

- Trip hazards in paths, paving, and driveways that provide access to your home,
- Unsafe garden walls,
- Roofs, chimneys, guttering and downpipes,
- Boundary fences and gates (private neighbours, carpark and public spaces),
- The first 2 privacy panel fences and associated posts.
- We will repair outside taps that have been installed at the development stage (permission will not be granted for new outside taps).



Pests

You are responsible for:

- Keeping the inside of your home clean and your garden clear and tidy and not attracting pests,
- Keeping communal areas clear and free of rubbish,
- Treating pest infestations in your home or garden. You can contact your Local Authority Environmental Health department to discuss assistance that may be available.

We will repair:

- Infestations of pests in communal areas - if pests are deemed to have been caused by resident negligence, then a recharge will apply,
- Repairs to the fabric of the building to prevent further entry if applicable.



Reporting repairs

If you identify a repair that English Rural is responsible for, you should report it as soon as you can. You can do this online via the English Rural resident portal, via email or over the phone with our Customer Services Team:

| **Call: 0800 121 4422**

| **Email:**
repairs@englishrural.org.uk

The Customer Services Team is available Monday to Friday 9am - 5pm.

Outside these hours an emergency-only service operates which can be reported over the phone to out of hours on **0800 046 9985**.

Recharges

Where we find that a tenant has damaged property, conducted work without our permission, requested a call out for a repair that is their responsibility or we are required to resolve any repair issues relating to general misuse, we will look to recover our costs in full by recharging these to the tenant.

If we are informed of an appointment that is booked with you for a repair or service and you fail to allow access to this appointment, we will look at recharging the call-out fee for this appointment.

For more information on recharges please speak to a member of the Customer Services Team.

Thank you for reading

Resident Repair Responsibilities

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