



**WHITE HORSE**  
HOUSING

# Repair responsibilities

## A guide for tenants



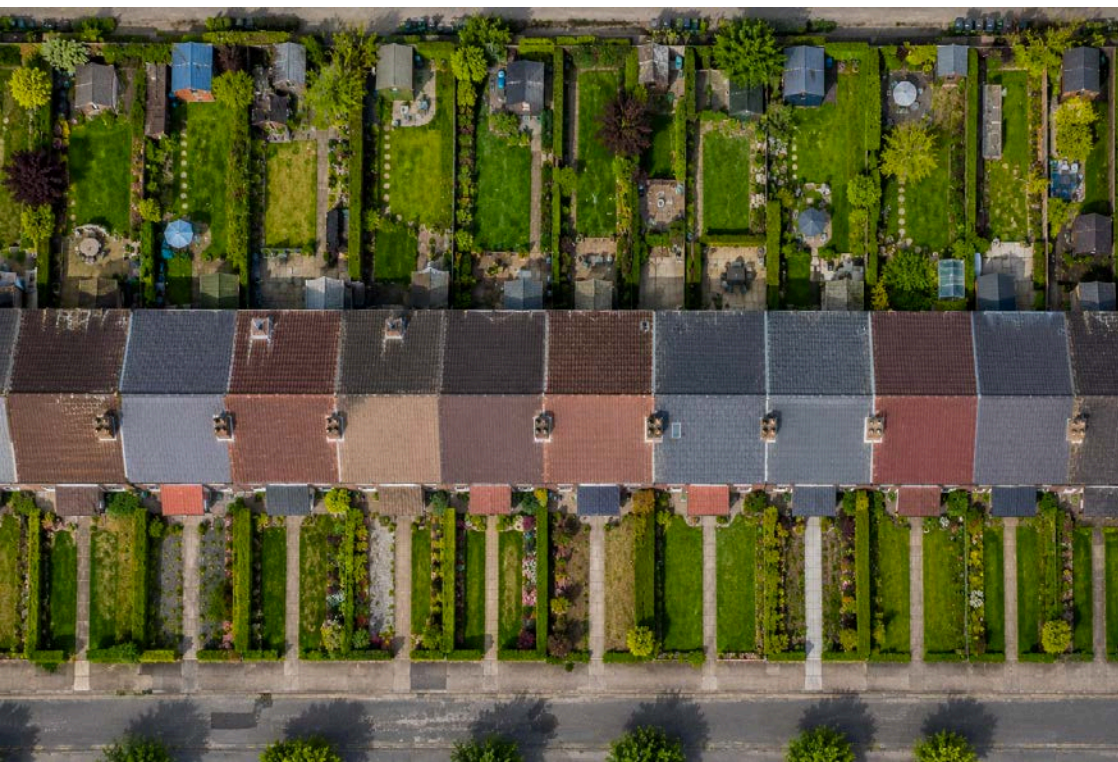
# Introduction

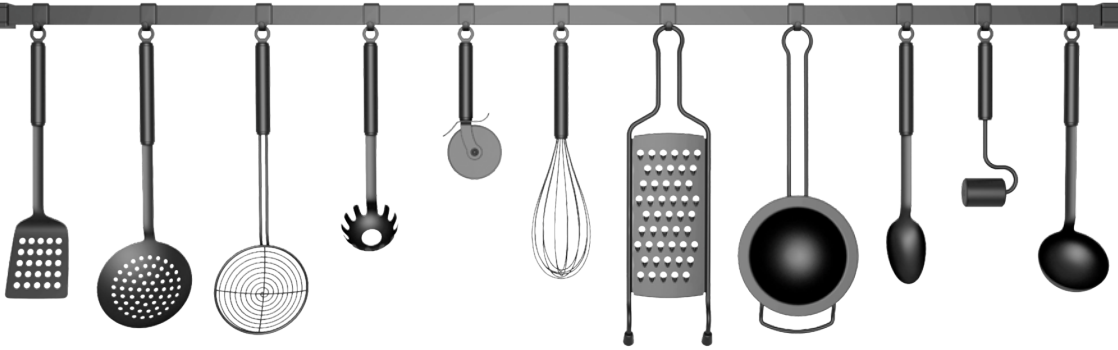
**KEEPING** your home safe, secure and in good condition is a shared responsibility between you and White Horse Housing Association.

This guide explains which repairs and maintenance tasks are your responsibility and which are the responsibility of White Horse Housing Association.

Please look after your home carefully and report repairs promptly so that problems do not become worse.

If damage is caused deliberately, through neglect or by misuse, you may be charged for the repair. If you are unsure whether a repair is your responsibility or ours, you can call our friendly team on 01380 850916 or email: [info@whitehorsehousing.co.uk](mailto:info@whitehorsehousing.co.uk).





## The kitchen

### You are responsible for

- Cleaning kitchen surfaces and floors
- Replacing sink plugs and chains
- Keeping cupboards and worktops clean
- Replacing light bulbs
- Clearing sink blockages caused by everyday use
- Looking after appliances you have installed

### We are responsible for

- Repairing sinks, taps and pipework
- Repairing kitchen units installed by us
- Repairing structural damage
- Maintaining electrical wiring and fixed installations
- Repairing leaks from pipework





## The bathroom

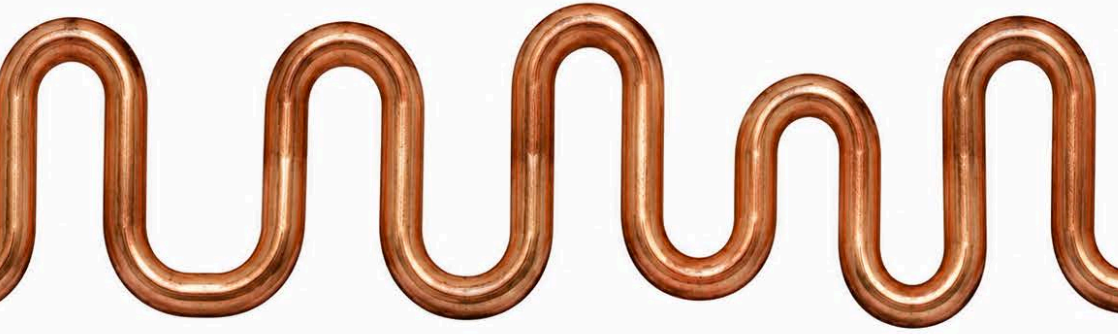
### You are responsible for

- Cleaning your bathroom
- Clearing sink blockages caused by everyday use
- Cleaning extractor fan vents
- Replacing bath and sink plugs and chains
- Repairing or replacing loose or broken toilet seats

### We are responsible for

- Repairing leaking baths, showers, sinks, taps and toilets
- Maintaining pipework
- Repairing structural damage
- Maintaining bathroom fixtures installed by us





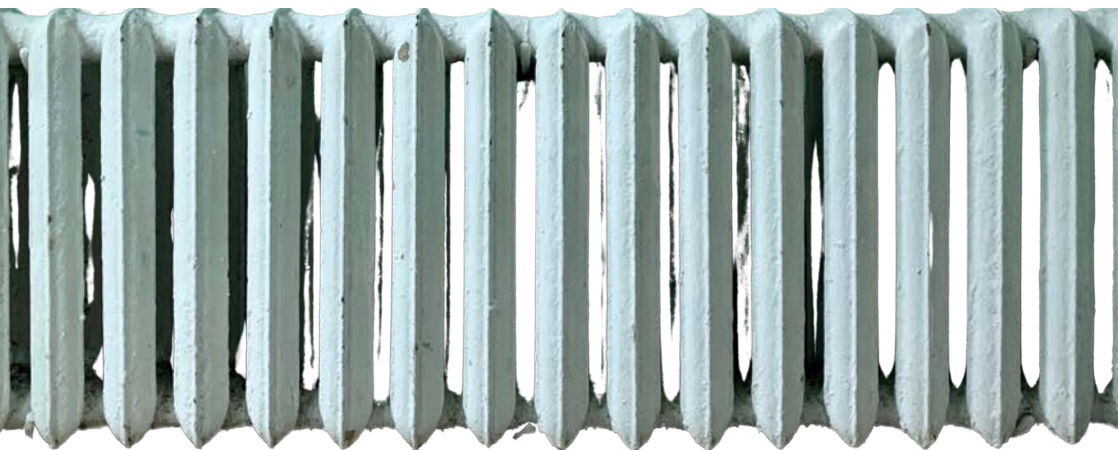
## Heating and plumbing

### You are responsible for

- Setting heating controls
- Bleeding radiators
- Knowing how to turn off your water stop tap

### We are responsible for

- Installing central heating systems
- Repairing and servicing boilers
- Repairing central heating systems
- Repairing gas pipes
- Unblocking main drains





## Electrics

### You are responsible for

- Changing light bulbs and tubes
- Testing smoke and carbon monoxide alarms
- Replacing alarm batteries
- Resetting trip switches

### We are responsible for

- Installing smoke and carbon monoxide alarms
- Repairing sockets and switches
- Maintaining electrical wiring
- Carrying out electrical safety checks





## Doors and windows

### You are responsible for

- Adjusting internal doors
- Cleaning windows and trickle vents
- Replacing lost keys
- Replacing damaged windowpanes caused by accidental damage

### We are responsible for

- Repairing external door frames
- Replacing faulty external doors
- Repairing window frames
- Replacing window locks and fasteners
- Replacing broken glass following age-related wear





## Internal walls, floors, ceilings and stairs

### You are responsible for

- Keeping your home clean and tidy
- Painting and decorating
- Repairing minor cracks in plaster
- Repairing damage caused by fixtures you have installed
- Cleaning carpets and floors

### We are responsible for

- Repairing plasterwork
- Maintaining flooring in kitchen or bathroom installed by us
- Repairing structural issues
- Repairing skirting boards
- Repairing stairs and handrails





## Condensation and mould

### You are responsible for

- Keeping your home properly ventilated
- Reducing condensation by heating and ventilating rooms
- Wiping away excess moisture
- Reporting persistent damp or mould problems

### We are responsible for

- Investigating reports of damp and mould
- Repairing structural issues contributing to damp
- Providing advice and support





## Pests

### You are responsible for

- Keeping your home and garden clean and free from food waste
- Reporting holes or gaps where rodents may enter
- Dealing with minor pest problems inside your home

### We are responsible for

- Managing rodents in communal areas
- Repairing structural openings that allow rodent entry





## Gardens, sheds, fences and garages

### You are responsible for

- Cutting grass and maintaining your garden
- Looking after garden paths and patios
- Maintaining sheds and washing lines
- Repairing fences and gates, unless covered by your tenancy agreement

### We are responsible for

- Repairing shared pathways and steps
- Maintaining garages and stores provided with the property
- Repairing brick garden walls





## Foundations, external walls, roofs and drainage

### You are responsible for

- Clearing rainwater gully grids
- Maintaining any TV aerials you have installed

### We are responsible for

- Repairing foundations
- Repairing external walls
- Repairing roofs and chimneys
- Maintaining drains and gutters



**WHITE HORSE**  
HOUSING

White Horse Housing Association

Offices 6-9, Box House

Bath Road, Box,

Wiltshire, SN13 8AA

01380 850916