

We will carry out most repairs to your home but as a tenant of Together Housing you also have responsibilities and obligations to enable us to provide you with the best value for money Repairs and Maintenance Service possible.

Please note there may be some differences depending on tenure type eg Extra Care tenures. If you are a Leaseholder, you are responsible for all repairs and maintenance to your home with the exception of any structural, communal or service chargeable repairs. If your tenancy is a Market Rental, Linked Up, Shared Ownership and or an Intermediate rental type your repair responsibilities may vary slightly to those listed below, if you are unsure what your repair responsibilities are please contact your Customer service centre for guidance.

In the event of any damage/neglect being caused by you/family member/other third party, misuse of the Repairs Service or misrepresentation of repair priority, Together Housing may charge you for any cost incurred in line with Tenant Responsible Repairs Policy.

Also ensure you have checked your Contents Insurance, which may help you in the event of damage to your property and/or a Tenant Rechargeable Repair

**Make sure you know what repairs you are responsible for before reporting.**

The table below provides some further guidance.

Repair type	Who is responsible?		Comments/Exceptions
	Landlord	Tenant	
<b>Structure</b>			
Chimney	√		
Floorboards	√		
Guttering	√		
Roof	√		
Walls	√		
Windows/Doors	√		Unless the repair is a Tenant Responsible Repair.
<b>Outside</b>			
Drains Outside the boundary of the property		√	Report any blocked drains outside of property boundary to United Utilities/Yorkshire Water-see link to web site. <a href="https://www.yorkshirewater.com/">https://www.yorkshirewater.com/</a> <a href="http://www.unitedutilities.com/">http://www.unitedutilities.com/</a>
Gardens-Fencing	√		We will maintain fencing which has been installed by THG including communal fencing on land owned by THG. Exception- Fencing installed or modified is tenant's responsibility to maintain.
Gardens-Steps and pathways	√		Structure only for safety purposes. Permission will be required from the Landlord before you can make any alterations/improvements.

Repair type	Who is responsible?		
	Landlord	Tenant	Comments/Exceptions
<b>Outside (continued)</b>			
Gardens (Outbuildings)	√		Structure only for safety purposes. We will NOT guarantee to make it wind and water tight. Permission will be required from the Landlord before you can make any alterations/improvements
Gardens (Outbuildings) Replacing padlocks to outbuildings		√	
Pest Control-Infestations etc...		√	Except where it is preventing us from carrying out the repair or it is affecting an internal/external communal block area. Tenants' responsibility to remove any pests/infestations.
Washing lines.		√	We do not provide or replace washing lines, but we will remove the concrete posts & make safe. Exception to this is rotary dryers & concrete posts to communal block areas.
<b>Electrical</b>			
Burglar alarms		√	
Communal lighting	√		
Door bells		√	Except existing hard wired door bells. We do NOT attend to battery operated door bells. If repair raised and mis-informed, tenant may be re charged. We will NOT repair door bells unless part of an intercom system/door entry/Beacon light system.
Light bulbs/fluorescent tubes (sealed/covered units only)	√		All units where lights/bulbs are not covered/sealed are tenant's responsibility to replace. Lights/bulbs can be replaced but tenant will be charged.
Lifts	√		
Solar panels	√		If pest infestations/pigeons nesting underneath panels, tenants responsibility to contact their Local Authority to remove.
Smoke alarms (hard wired only)	√		We do not attend, repair or are responsible for battery operated smoke alarms.
TV aerials		√	Except for communal aerials.
<b>Heating systems</b>			
Chimney flue sweeping	√		
Gas heating	√		
<b>Joinery</b>			
Bath panels	√		If it is as a result of tenant mis-use, tenant may be recharged.
Boxing in of pipes		√	
Communal floor coverings	√		

Repair type	Who is responsible?		Comments/Exceptions
	Landlord	Tenant	
<b>Joinery (continued)</b>			
Doors-shaving/easing.		✓	We do not attend to shaving/easing of doors. Altering of internal doors are tenants responsibility. Can attend but tenant will be charged.
Door- letterboxes		✓	Exception- Only replace where existing.
Door-spy holes		✓	Exception-Only replace where existing.
Floor boards	✓		
Floor coverings		✓	Exception-New kitchen/bathroom floor coverings which need repairing within 12 months of being installed by Together Housing. We will maintain flooring in bathrooms/wet rooms which have been adapted by Together Housing.
Lost keys		✓	see Lock change
Lock change		✓	Payment to be made before attending. If payment unable to be made, tenant will be charged later. Lock Change is subject to Tenant recharge except in cases of Domestic Violence or where crime reference number is provided or where H&S implications where tenant/visitor/property at risk. Even where a Crime Reference Number is provided and it is as a result of vandalism, we will still consider how damage has been caused.  Also see your Contents Insurance, as this may be covered by your insurance provider.
Stolen keys		✓	Exception- will change lock only if crime reference number received. Tenant may be recharged if no crime reference no.
Windows cracked /broken	✓		Window re-glazing is subject to Tenant recharge except in cases of Domestic violence or where a crime reference number is provided. Even where a Crime Reference Number is provided and it is as a result of vandalism, we will still consider how damage has been caused.
<b>Kitchen</b>			
White goods		✓	Exception communal/shared facilities/tenancies with limited repair obligations.

<b>Plumbing</b>			
Blocked gully/grates		✓	If unable to clear & is as a result of tenant misuse, tenant may be recharged.
Blocked toilet		✓	If unable to clear & is as a result of tenant misuse, tenant may be recharged.
Blocked sink		✓	If unable to clear & is as a result of tenant misuse, tenant may be recharged.
Plugs/chains on baths, basin & sinks.		✓	
Replacement sink/basin/toilet	✓		Only able to match as near as possible to the old item/part being replaced, e.g. we may not be able to provide an exact match for colour of bathroom suite. We will try to fit as near match as possible but if we are unable to we will not replace the full bathroom.
Shower rails	✓		If unclear how rail became damaged, tenant may be recharged.
Shower curtains		✓	
Shower heads	✓		
Shower hoses	✓		
Toilet seats		✓	With the exception of adapted bathrooms installed by Together Housing and communal toilets.
<b>Other</b>			
Contents insurance		✓	
Damage to property caused by you or any third party e.g. broken windows/doors, broken sockets, stolen keys, etc...		✓	Except in cases of Domestic violence, Health & safety implications or risk to tenant/property.  Even where a Crime Reference Number is provided and it is as a result of vandalism, we will still consider how damage has been caused.
Damp/condensation		✓	Refer to hints & tips on web site. Quite often relates to condensation and improvements to housekeeping to provide adequate ventilation. <a href="http://www.togetherhousing.co.uk/">http://www.togetherhousing.co.uk/</a>
Fixtures and fittings installed by you. e.g. light fittings etc...		✓	
Internal decoration		✓	Except where damage to decoration has been caused e.g. through removal of fire, leak from roof and/or damaged resulting from work Together Housing has caused.
Requests for additional radiators & sockets.		✓	
Requests for aids & adaptations.		✓	Exception where tenant is asking for a repair to an adaptation carried out by THG-e.g. shower/tiles/flooring.