



## Repairs Responsibilities

West Herts Homes has a duty to maintain its properties and will carry out repairs for which it is responsible under its tenancy agreements.

Tenants also have a responsibility to maintain certain items and to take reasonable care of properties. Any damage to the property caused by the tenant, or anyone visiting or living with the tenant, is the tenant's responsibility to make good.

For clarification as to whether you or WHH is responsible for a repair, please refer to the following guidelines:

<b>External</b>	<b>Landlord</b>	<b>Tenant</b>
<ul style="list-style-type: none"><li>• Bin Areas</li><li>• Rubbish left by tenants</li></ul>	✓	✓
<ul style="list-style-type: none"><li>• Rotary Washing Line</li></ul>		✓
<ul style="list-style-type: none"><li>• Clothes Line</li></ul>		✓
<ul style="list-style-type: none"><li>• Drying Area</li></ul>	✓	
<ul style="list-style-type: none"><li>• Fencing</li></ul>	✓	
<ul style="list-style-type: none"><li>• Footpaths</li></ul>	✓	
<ul style="list-style-type: none"><li>• Gates</li></ul>	✓	
<ul style="list-style-type: none"><li>• Retaining Walls</li></ul>	✓	
<ul style="list-style-type: none"><li>• Paths</li></ul>	✓	
<b>Bathroom</b>		
<ul style="list-style-type: none"><li>• Bath (unless wilful damage)</li></ul>	✓	Unless fitted by tenant
<ul style="list-style-type: none"><li>• Chains/Waste plugs in bath and basin</li></ul>		✓
<ul style="list-style-type: none"><li>• Cistern</li></ul>	✓	Unless fitted by tenant
<ul style="list-style-type: none"><li>• Shower Unit</li></ul>	✓	Unless fitted by tenant
<ul style="list-style-type: none"><li>• Taps</li></ul>	✓	Unless fitted by tenant

• Toilet Seat		✓
• Toilet Pan (Unless wilful damage)	✓	Unless fitted by tenant
• Wash Hand Basin (Unless wilful damage)	✓	Unless fitted by tenant
• Washers on Taps		✓
<b>Doors</b>		
• Door chain	✓	Unless fitted by tenant
• Door fittings - handles etc.	✓	
• Door Nameplate		✓
• Entry System	✓	
• External Doors	✓	
• Internal Doors	✓	
• Keys (replacement)		✓
• Locks (unless damaged by tenant)	✓	
• Lock changes		✓
<b>Electrics (beyond the meter)</b>		
• Communal TV System	✓	
• Electric Fire		✓ Unless fitted by WHH
• Immersion Heater	✓	
• Light bulbs (individual rooms)		✓
• Light fittings (communal)	✓	Not including table lamps and tenants own fittings
• Mechanical Ventilation	✓	
• Electrical Sockets and switches	✓	
• Stair Lighting (communal only)	✓	
• Wiring and fuse box	✓	
<b>Heating/Central Heating</b>		
• Back boiler	✓	
• Chimney and flue	✓	

• Electric Storage System	✓	
• Gas Central Heating	✓	
• Gas Fires (unless fitted by tenant)	✓	
<b>Kitchen</b>		
• Cooker (if supplied by CTHA)	✓	
• Cooker Socket	✓	
• Chains/Waste Plug to sink		✓
• Kitchen Units-Worktops	✓	Unless fitted by tenant
• Taps	✓	Unless fitted by tenant
• Washer on Taps		✓
<b>Other Internal</b>		
• Bannister - Internal	✓	
• Decoration - External	✓	
• Decoration – Internal (except communal areas)		✓
• Handrails - External	✓	
• Hatch to Loft	✓	
• Carbon Monoxide Detectors	✓	
• Smoke Detectors	✓	
<b>Plumbing</b>		
• Blocked Sink, Wash Basin or WC	✓	Unless fitted by tenant or blockage is due to misuse
• Domestic Cold Water Supply (including storage tank)	✓	
• Downpipes	✓	
• Drains	✓	
• Gas Piping (beyond the meter)	✓	
• Hot Water Supply (including storage cylinder)	✓	
• Overflow Pipes	✓	

<ul style="list-style-type: none"> <li>• Washing Machine (if supplied by CTHA)</li> </ul>	✓	
<b>Structure</b>		
<ul style="list-style-type: none"> <li>• Ceilings</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Chimney Stacks, Pots, Cowls</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Communal areas to flats</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Damp Proof Course (DPC)</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Floorboards</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Foundations</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• External woodwork</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Plaster and Plasterboard</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Roofs, Roof Tiles/Slates and Roof Lights</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Stairs (Common and Internal)</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Steps to Entrance</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Skirting Boards</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Stonework</li> </ul>	✓	
<b>Windows</b>		
<ul style="list-style-type: none"> <li>• Glass to Communal Doors</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Glass to Doors</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Glass in Windows</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Sills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Sash and ropes for windows</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Window Catches</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Window Handles</li> </ul>	✓	
<b>Pest Control</b>		
<ul style="list-style-type: none"> <li>• Rats, mice, cockroaches, wasps nests, beetles, fleas, moths etc.</li> </ul>		<p style="text-align: center;">✓</p> <p style="text-align: center;">Tenant to refer to Environmental Health</p>

## **Rechargeable Items**

For certain repairs, WHH will impose a recharge, where the tenant will have to pay for the work to be done. Payment will usually be required in advance. The following items are not an exclusive list:

- Changes to locks / supply of new keys
- Replacement of broken glass, due to misuse or wilful damage
- Clearance of rubbish or personal effects, including, where necessary, following tenancy termination
- Unblocking pipes, drains, and WCs, where the blockage is due to misuse
- Any works necessary to a property required to restore it to an acceptable habitable condition, whether while tenanted or following tenancy termination.

**Tenants should have insurance for any routine items that may be subject to a recharge.**

If a tenant changes the locks to a property they must notify WHH of this, and return 2 keys for each external door to WHH on termination of tenancy.