



Home repairs - who is responsible?

We aim to provide high-quality repair services with the resources we have available. However, not all repairs to your home are Broadland's responsibility.

This leaflet sets out what Broadland is responsible for and what you, as a tenant, will need to repair yourself.

Please note: we will only carry out and recharge repairs to leasehold properties if there is a risk of harm to tenants or damage to the fabric of the building.

We only carry out heating servicing and cyclical maintenance works to leasehold properties where we offer these services to leaseholders and they have accepted.



What repairs is Broadland responsible for?

Under your tenancy agreement, Broadland is responsible for the following repairs to your home.

- Heating and hot water
- Electrical wiring, sockets and light fittings
- Roofs and outside walls
- Outside windows and doors
- Drains and guttering
- Inside walls, ceilings, windows and doors
- Damp and mould caused by a property fault
- Kitchen units
- Baths, basin and toilets
- Boundary fencing.

There is no charge for repairs due to normal wear and tear. However, we will charge you for repairs caused by criminal damage, neglect or misuse of your property. We may also charge you for rehousing costs and lost rental income if the property is uninhabitable because of neglect or damage.

By law, as your landlord, we have to service your gas boiler every year. It is also our legal duty to carry out regular electrical safety checks at your property. You must give us access to your home to do these important safety checks. If you do not, we will take you to court and these legal costs will be recharged to you.



What repairs are tenants responsible for?

It is your responsibility as a tenant to keep your home in good repair and to pay for any damage you cause. Below are some examples of repairs that tenants are responsible for:

- Painting and decorating
- Minimising condensation by balancing heating, ventilation and moisture-generating activities, such as venting tumble dryers to the outside
- Replacing lightbulbs
- TV aerials and phone lines (unless it is a shared aerial)
- Satellite, cable TV phonelines
- Replacing lost keys
- Clearing blockages from drains and sinks
- Fencing between properties
- Sheds.

If you do not get the work done, it is not completed to the agreed standard or you have not used appropriately qualified contractors, we may recharge you for any work that is needed as a result.

Emergency repairs

If you report a repair that raises health and safety concerns, we will carry out repair works immediately regardless of whose responsibility it is. We will make any appropriate recharges afterwards.

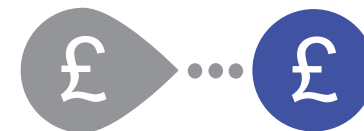


Emergency repairs may include, but are not limited to:

- a water leak that cannot be contained inside a property (or a bucket cannot contain it overnight)
- a gas leak
- loss of power and/or lighting to part of the property
- serious blockages to main drains (or a blocked toilet if it is the only one in the property).

How do you get recharged?

For property repairs resulting from criminal damage, neglect or misuse, we ask you to pay the costs at the time you book the appointment. If you are unable to pay, we will refer you to our Income Recovery Team, who will put a repayment plan in place.



If you move out leaving the property damaged, we will recharge you for any repairs that are necessary before the next tenant moves in.

We will also recharge you to remove (and store, if necessary) any goods you leave behind in the property. We will contact you at your new address to take payment or arrange a repayment plan if necessary.

Recharge exceptions

In certain circumstances we may decide not to recharge you. For example:

- if you are disabled or have a vulnerability and you are unable to organise or carry out home repairs
- if the property damage was accidental, e.g. because of a medical condition or a fall
- if your criminal damage claim is backed up by a crime reference number
- if the tenancy ends because the tenant has been admitted to hospital, moved into a nursing home, or has died, depending on the circumstances

We will review the individual circumstances on a case by case basis.

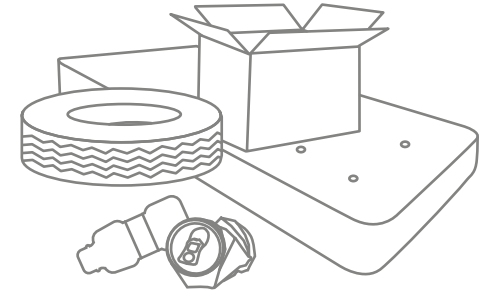
Alterations to your home

If you want to make an alteration to your home, you must ask our permission before starting any works. If you do not have our permission, we will ask you to remove and make good the alteration. Please see our website for details of alterations requiring our permission.



Illegal dumping (fly tipping)

We investigate every case of illegally dumped waste on Broadland land or property. If we find that a tenant is responsible, we will recharge them. In cases of consistent fly tipping in a communal area, and we are unable to identify who is responsible, we may split the recharge costs across all tenants living in the block.



Missed appointments

If you miss several appointments over a given period without good reason, we may make a small recharge if you miss any future appointments. For further information, please refer to our Recharge policy, which can be found in the tenants' section of our website at www.broadlandgroup.org.



Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



**TENANTS
ONLINE**