

As tenants you are also responsible for:

- ▶ Repair of anything you have installed
- ▶ Cleaning, removal of old furniture, mattresses and rubbish
- ▶ Keeping gully grids clear of leaves and rubbish
- ▶ Fitting or repairing telephone points / connection
- ▶ Fitting and/or dismantling TV aerials, connections and sockets
- ▶ Fitting and/or dismantling satellite dishes (you must obtain written permission from ASRA first)
- ▶ Installation of any additional security items e.g. CCTV, alarms, barriers
- ▶ Repairing damage caused by police or bailiffs
- ▶ Being locked out of your property
- ▶ Replacement of any door or windows keys
- ▶ Replacement of dustbins
- ▶ Fitting or replacement of carpets

Finally, don't forget.....

Before making any alteration or improvement to your home, you must first write to ASRA's Property Services department to obtain written permission.

Please note that the above is not a complete list of your repair responsibilities as a tenant. Your housing officer can provide full details of these responsibilities and when they do not apply due to exceptional circumstances.

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Property repairs and improvements: general needs housing



This is a guide on repair responsibilities to your property. Please keep it in a safe place and refer to it when requesting a repair.

Who's responsible for a repair?

It's a question we're often asked by tenants and the short answer is simple – we are BOTH responsible.

Generally speaking, ASRA is responsible for repairs to the structure and fabric of your home, and tenants are responsible for some minor repairs.

Confused?

Let's take a tour of a typical ASRA home and highlight the most common repair requests that we receive – as well as letting you know who's responsible for them!

Let's start outside

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
External drains, gutters, down pipe and underground pipes	Cleaning of kitchen gullies
Roof structure and roof covering	Replacing glazing for any doors, windows or fixed panes
Outside walls, outside doors, outside window sills, window catches	Sweeping chimney flues, unless a gas fire is fitted
Chimneys, chimney stack and flues	
Pathways and steps	
Internal garages and stores	Garage doors and locks
Boundary walls and fences	
Roof insulation	

In we go

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Internal walls and plasterwork	Filling minor cracks
Window frames and sills	Minor repairs to plasterwork and internal redecoration
Door frames	Fitting or replacing any spy hole and door chain
External hinges, handles, letterboxes and locks	Repairing internal doors, replacing locks and handles
Skirting boards	Installing or replacing draught excluders

Glass and glazing

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Boarding up broken glass in windows and doors externally	Replacing broken glass or glazing to any doors, windows or fixed panes
Repairs following criminal damage or vandalism – providing the incident is reported to police and you have an official crime reference number	

Plumbing and pipes

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Hot and cold water pipe work	Damage or burst pipes due to frost where you have turned off the heating for more than 24 hours without draining the water during a cold spell We will recharge the cost of such repair work to you
Unblocking toilets in blocks of flats and sheltered housing, main drains, soil stacks	Unblocking toilets in a self contained houses and due to misuse e.g. flushing nappies
Repairs to sanitary ware	Unblocking sinks, wash hand basins, baths and showers
Unblocking communal waste pipes	Replacement of soap tray, shower head, shower curtain, sink or bath plug
Unblocking soil pipes and multiple blockages	Damages caused by any water leakage Leaking or dripping taps

Your heating

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Fixed heating systems, gas fired boilers, night storage heaters, radiators and gas supply pipe work	Maintenance and repair of any portable heating appliances
Gas fires and fire places if originally supplied and fitted by ASRA	Replacement of hot water cylinder insulation jackets
Servicing heating systems and annual gas safety checks for gas boilers and gas installations	Bleeding radiators and operating the central heating system
Electric immersion heaters fitted to hot water storage cylinders	Providing access to the property for gas engineers to carry out annual safety checks and gas servicing
Other types of fitted water heaters, if originally supplied and fitted by ASRA	

Your kitchen

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Replacement of kitchen units as prescribed by the Government's Decent Homes Standard	Installation of washing machine / dish water feed and waste pipe work, valves, and the connection of such appliances
Repairs (and not replacements) will typically be carried out on all other occasions	Repair or replacement of kitchen units or sinks if damaged by misuse or neglect
Repairing / replacement of kitchen floor covering	Tenants will be recharged for any damages caused to properties by sink or washing machine overflowing / flooding.
All hot and cold water, gas installation and waste pipe work	You should take action to prevent and control condensation by keeping your home properly heated and ventilated
Repair of wall tiles and splash back due to defective installation	De-scaling sinks and taps

Your bathroom

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Repair of wall tiles and splash back due to defective installation	Replacing baths, basins or sinks if damaged by misuse or neglect
Replacement of bathroom suite components as prescribed by the Decent Homes Standard	Replacing bath panels, de-scaling and cleaning the toilet, bath, shower heads and shower tray
Repairing / replacement of bathroom vinyl floor covering, if originally provided by ASRA	Replacement or repair of flexible shower hose and shower head
All hot and cold water, gas installation and waste pipe work	Taking action to prevent and control condensation and keeping your home properly ventilated

Your electrics

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Fixed electrical installations, including electric wiring, sockets	Replacing three pin plugs and plug cartridge fuses, fluorescent tubes and starters, any type of light bulbs and lamp shades
Communal door bells and intercoms	Resetting trip switches
Repairs to fixed mains operated electric fire, storage heaters, electric showers and fixed extractor fans installed by ASRA	Replacing batteries and bulbs
Repairs to the mains operated fire or smoke alarms installed by ASRA	Regular test of domestic smoke alarm and replacement of batteries
All hot and cold water, gas installation and waste pipe work	Repairs to door bells (electric or battery operated)

Painting and decorating

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
External painting and redecoration of previously painted surfaces will be carried out as part of our maintenance programme	All internal painting including walls, ceilings, doors and windows, cupboards and woodwork

Your garden

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Fences, gateways, pathway, boundary walls as provided and owned by ASRA	General front and rear garden maintenance – cutting grass, planting, pruning trees, cutting hedges
	Installing or repairing washing lines
	Any garden or rubbish clearance
	Repair and maintenance of garden shed, or any other temporary structure

Pest control

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Maximum of two visits to your home by pest control contractors for pest proofing works in relation to rats, mice and cockroach infestation	Eradication of all pests, bird infestation, and insects. Any follow up eradication works after ASRA contractors visits
	Cleaning and clearing rubbish to prevent infestation

Insurance

ASRA RESPONSIBILITIES	TENANT RESPONSIBILITIES
Building and structure cover	We strongly recommend that residents obtain their own household contents insurance cover for their belongings



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