

**FOR CUSTOMERS  
THAT RENT THEIR  
HOME FROM US**



# TENANTS' REPAIR RESPONSIBILITIES



REPORT YOUR REPAIR ONLINE...  
**MYACCOUNT.ACCENTGROUP.ORG**

We want you to enjoy living in your Accent home and feel proud of your home and where you live. We both have a part to play in that and in making sure your home is well looked after.

It is Accent's responsibility to deliver a reliable repairs service which makes sure we meet our landlord responsibilities to maintain certain parts of your home, and the fixtures and fittings inside it.

It is also your responsibility to look after your home, and make sure the repairs you are responsible for are completed to keep your home in good working order. You must repair any damage which is caused by you, your family or any visitors, and you must keep your garden looking tidy and clear from any rubbish or unused items. It is also your responsibility to report any issues we are responsible for to us as soon as possible, so we can put them right.

This leaflet sets out who is responsible for what under the terms of your tenancy agreement.



## OUR RESPONSIBILITIES

- ✓ The structure and outside of your home. This does not include your garden, unless you live in a home which has a communal (shared) garden, and you pay a service charge for its upkeep.
- ✓ Any fixtures and fittings we have provided.
- ✓ All communal areas (inside and outside).



# OUR RESPONSIBILITIES

## BATHROOMS AND KITCHENS

- › basins and sinks
- › sealant around kitchen units and sanitary fittings
- › replacing tap washers
- › unblocking outside waste pipes
- › upkeep of the water supply and water pipes

## GAS, CHIMNEYS AND FIRES

- › chimneys
- › central heating systems including boilers, and pipes
- › gas pipes and gas fires Accent has provided
- › servicing of gas fires and fireplaces\*

\*existing gas fires will be serviced annually, but not replaced when we view them to be beyond economical repair

## ELECTRICAL

- › electrical wiring including sockets and switches
- › RCD (residual current device) fuses (often referred to as a fuse board / box) which are a safety measure, acting as a trip switch



## OTHER AREAS

- > any repairs or replacement items in communal (shared) areas
- > major cracks in walls or ceilings (ie. more than 5mm wide at any point)
- > door entry systems, including handsets and phones that we have provided
- > window handles
- > any fixtures and fittings we have provided
- > flooring in communal areas
- > painting and decorating in communal areas
- > pest control (not in your home, in communal areas only)
- > smoke and carbon monoxide alarms
- > communal TV aerials and satellite dishes
- > washing lines or rotary dryers

## OUTSIDE YOUR HOME

- > boundary walls, fences and gates that lead onto public footpaths or other public areas
- > doors and doorsteps
- > drains, gutters, and outside pipes
- > garages and brick-built stores (not sheds)
- > painting
- > paths and walkways (where these are shared or form the main access to your home)
- > communal washing lines and rotary dryers that were provided or fitted by us
- > windows



# YOUR RESPONSIBILITIES

## BATHROOMS AND KITCHENS

- > plumbing and the replacement of fixtures and fittings you have fitted
- > replacing bath panels
- > blocked baths, basins, sinks and showers
- > broken toilet seats
- > new plugs and chains
- > shower curtains, shower hoses and heads and riser rail replacements

## CENTRAL HEATING

- > bleeding radiators and adjusting pressure

## ELECTRICAL

- > replacing fluorescent tubes and starter motors
- > re-setting trip switches in fuse boxes
- > replacing light bulbs





## INSIDE YOUR HOME

- › minor cracks in walls and ceilings (generally 5mm or less is regarded as cosmetic)
- › replacing curtain poles, rails and tracks
- › changing and re-hanging doors to allow for new carpets and flooring, including re-fixing draught excluders
- › replacing, maintaining and installing doorbells
- › replacing and repairing inside doors and door furniture
- › repairing or replacing flooring, (except flooring we have provided in kitchens and bathrooms)
- › replacing lost or broken keys (we will replace communal keys and fobs, but we will re-charge you for these)
- › letterbox repairs and replacements
- › painting and decorating, including after any damage caused by a leak
- › pest control
- › TV aerials and satellite dishes
- › appliances including those we have provided

## OUTSIDE

- › replacing dustbins
- › keeping gardens tidy, including looking after hedging and trees
- › replacing and repairing fencing, gates and walls unless they border a public footpath or road
- › sheds and other outdoor buildings/storage





### **ALLOWING ACCESS TO OUR CONTRACTORS**

When a contractor is due to visit your home, please make sure someone is available to let them in. We may reschedule or cancel a repair if the contractor is not able to gain entry to your home at the agreed time.

### **DELIBERATE OR ACCIDENTAL DAMAGE**

You are responsible for looking after your home and keeping it in good condition. If damage is caused in your home, whether deliberately or accidentally, you are responsible for the costs of repairs or replacements, even when these items would normally be our responsibility.

You are responsible for fixing or replacing your own personal items.





# My Home

Contents Insurance

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen. As your landlord we do not cover your personal furnishings and items against loss, damage, fire, flood or theft.

To help you decide whether home contents insurance is right for you, Accent Housing have teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the My Home Contents Insurance Scheme, a Tenants Contents Insurance policy designed for tenants living in social housing.

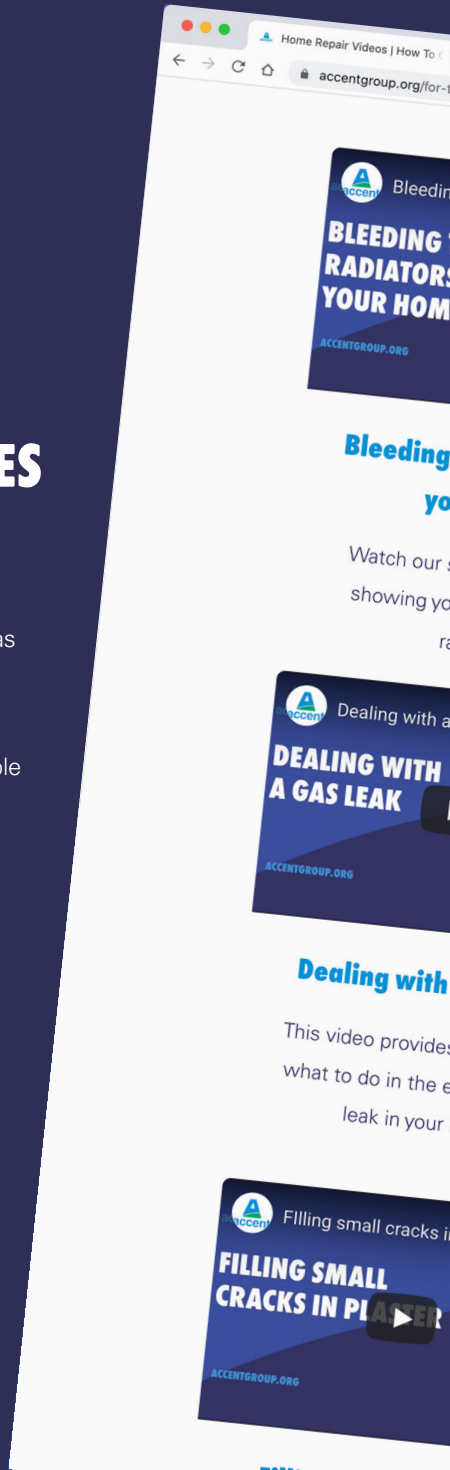
**For more information and to watch a short video about My Home Contents Insurance, visit: <https://accentgrp.org/Insurance> or scan the QR code below...**



# HELPING YOU WITH YOUR RESPONSIBILITIES

We have some self-help 'how to' videos on our website to help you with some of your repair responsibilities including how to bleed a radiator, isolating your water supply, how to respond to a gas leak, how to fill cracks and many more.

Please visit: <https://acctgrp.org/Repair-Videos> or scan the code below, they are all short and simple to follow...





## Bleeding the radiators in your home

step by step video showing you how to bleed a radiator



## Cleaning your shower head

Watch our step by step video showing you how to clean a shower head



## Fitting a toilet seat

A guide on how to fit a replacement toilet seat



## Isolating your water supply

s advice about the event of a gas leak at home

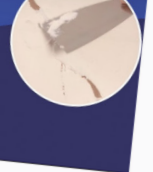


## Preventing damp and condensation

Watch our step by step video showing how to isolate your water supply



## Replacing a bulb or strip light



## Repressurising a boiler

Practical advice on how to prevent condensation and damp in your home



## **HOMEOWNERS**

If you are a homeowner or leaseholder, the details in this leaflet will not apply to you. Please refer to the terms of your individual agreement, (often your lease or title) for details of the services that we are contracted to provide to you. If you are unsure of any details, please contact us and our repairs team will advise you.