

Home and maintenance responsibilities for tenants of social and affordable rented homes



L&Q

Contents



Welcome

We want you to enjoy living in your home. Keeping it in a good condition is a joint effort.

This brochure sets out what our repairs offer is for social and affordable rented homes. Each page shows what we provide in your home, how we expect you to look after it and when we will carry out repairs.

Our approach to repairs and maintenance is set out in your tenancy agreement.

The information in this booklet is based on our standard tenancy agreement terms and conditions. It does not make changes to your existing agreement.

Our responsibilities as your landlord



Our responsibilities are:

- To keep the structure and exterior of your home safe, secure and weatherproof
- To make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order
- To maintain communal areas and facilities (unless there is a separate managing agent)
- To support you to carry out some repairs if you have a vulnerability that will prevent you doing this for yourself. Examples of vulnerability include having limited mobility, visual impairment or another condition or circumstances that would make it difficult for you to carry out your own repairs. If you think this applies to you please let us know by calling us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.

Your responsibilities as a tenant



Your responsibilities are:

- To keep your home clean and in good condition
- To prevent damage caused by neglect or misuse (you may be charged where this occurs)
- To do minor repairs and replacements. These are repairs that require no technical ability and use common household tools
- To redecorate the inside of your home as often as is needed
- To keep gardens and shared areas tidy and free of rubbish
- To do your own DIY work and repair your own appliances and fittings
- To insure your own possessions. We recommend that you take out home contents insurance in case they become damaged
- To report repairs promptly and let us know if you are worried about anything in your home
- To let us in to your home to inspect or carry out repairs, servicing or other work
- To report any criminal damage or vandalism to the police. You will need a police reference number when reporting repairs caused by this.

If you want to make any changes or improvements to your home (including drilling into walls or ceilings) then you must ask our permission.

If you are having difficulties with your responsibilities:

1. Check with us to see if you qualify for additional help under our vulnerable persons policy - this might apply if you have limited mobility, visual impairment or another condition that means you may struggle to carry out your own repairs. To do this please call us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.
2. Follow a 'how to' guide. You can find some on our website **www.lqgroup.org.uk** or online. It may be easier than you think. If you don't have access to the internet then you can phone our customer service team on **0300 456 9996** who can give you advice. If you're a resident in the North West, please call **0300 777 7777**.
3. Contact your local handyman service.
4. Ask your family and friends if they are able to give you a hand.
5. Use a qualified tradesperson – a local tradesperson will often be cheaper than our contractors. You can find a tradesman at **www.checkatrade.com** or similar online services.

If we have to do a repair that is your responsibility and you do not qualify for help under our vulnerable persons policy, then we will charge you for the cost. **For further information go to page 21.**



Kitchen



We provide:

A kitchen with cupboards, drawers, a worktop and sink with hot and cold water supply. Floor coverings, ventilation, electrical sockets and plumbing for a washing machine are also included.

You are responsible for:

- Keeping the kitchen clean and in a good condition
- Sink waste pipe blockages
- Replacing sink plugs and chains
- Tightening when loose and re-attaching hinges, drawer fronts, runners, shelves and backs
- Fixing and replacing cupboard and drawer handles
- Connecting and repairing your own appliances including any gifted to you when you moved in to your home.

We will repair:

- Water leaks
- Trip hazards in kitchen flooring we provided
- Kitchen sinks and taps
- Splashback tiles and seals
- Kitchen unit doors and frames
- Extractor fans and pull cords
- Electrical sockets and isolator switches
- The cold water supply, mini stop valve and trap for a washing machine.

Bathroom and WC



We provide:

Your home will contain a toilet, wash hand basin and either a bath or shower. All bathrooms have floor coverings, ventilation and a hot and cold-water supply.

You are responsible for:

- Keeping the bathroom and toilet clean and in good condition
- Containing leaks and preventing water damage
- Descaling and/or replacing shower heads and hoses
- Replacing basin and bath plugs and chains
- Tightening loose bath panels
- Medicine cabinets
- Shaving light starter motors and bulbs
- Sink, toilet, bath and shower blockages
- The toilet seat, lid and hinges
- Accessories such as mirrors, bath rails/curtains, toilet roll holders and towel rails
- Toilet and bathroom door bolts.

We will repair:

- Water leaks
- Basin and bath taps
- Splash back tiles and seals
- Showers that we have installed, including shower rods
- Trip hazards in bathroom flooring we provided
- Toilet flushing mechanisms
- Shaver point sockets and light fittings
- Extractor fans and pull cords
- Pop up sink or bath plugs.

All rooms (including hallway, stairs and landing)



We provide:

When you move into your home all rooms will be clean, clear and free from hazards.

You are responsible for:

- Keeping all rooms clean and in a good condition
- Redecorating, such as painting and wallpaper, including after condensation
- Repairing hairline cracks in walls and ceilings
- Floor coverings (e.g. carpets)
- Your own appliances and fittings
- Providing a crime reference when reporting repairs caused by vandalism, such as smashed windows
- Curtain rails and fixings
- You are responsible for not removing any doors provided (other than for short periods to allow flooring to be laid after which the door must be reattached) and reporting any damage to us. Damage will include if the doors cannot close fully.

We will repair:

- Large cracks and severely crumbling surfaces
- Penetrative and rising damp, and repairs causing mould and damp in accordance with our damp and mould policy. We will also provide condensation and mould prevention advice, and where appropriate a clean and shield of the affected mould areas
- Structural collapse and falling ceilings or other building elements
- Handrails and bannisters for stairs
- Damaged doors, which includes ensuring these can close.

Heating



We provide:

A heating system that we have tested to make sure it is safe and provides adequate heat.

If the property has a gas boiler, we will have completed a safety check before you moved in.

You are responsible for:

- Bleeding radiators
- Letting us in so we can carry out a gas service each year if there is a gas supply to your home
- Painting radiators.

We will repair:

- Your heating system if it breaks down
- Radiators and storage heaters
- Water leaks from your heating system.



Electrics



We provide:

In each room you will have working light fittings and plug sockets. You may have an extractor fan in your kitchen and/or bathroom if the windows alone do not provide enough ventilation.

Before you moved into your home, we will have carried out checks on all electrical installations to make sure they are safe.

You are responsible for:

- Replacing light bulbs and starter motors
- TV aerials (unless communal)
- Battery operated doorbells
- Testing smoke and carbon monoxide alarms provided, and reporting to us if these aren't present or fail to work. This does not include additional alarms you may have fitted yourself
- Your own appliances, such as fridges, cookers and washing machines, and testing that they are not causing other electrical problems
- Reporting faults with electricity, gas or water meters to the relevant supplier
- Arranging for a qualified person to connect and repair your appliances
- Replacing batteries and fuses

- Letting us in for electrical testing where needed.

We will repair:

- Faulty plug sockets
- Faulty light fittings and switches
- Extractor fans and pull cords
- Hard-wired doorbells
- Hard-wired smoke and carbon monoxide detectors (you are responsible for replacing batteries)
- Electrical hazards, such as exposed or sparking wires
- Lightbulbs in sealed bathroom lights
- We are responsible for ensuring there is a working smoke alarm on each level in your home, and a working carbon monoxide alarm in any room with a fixed combustion appliance (e.g. a gas boiler), other than a gas cooker.

Water



We provide:

Your home comes with a supply of hot and cold water with fixtures in the kitchen and bathroom. There should not be any leaking pipes or blockages.

You are responsible for:

- Containing leaks and preventing water damage where possible
- Contacting your water company if you have problems with your water supply
- Drain and wastepipe blockages
- Reporting problems with outside drains.

We will repair:

- Leaking pipework
- Pumps that supply water to your home
- Storage tanks and water cylinders
- Shared drain blockages in flats and maisonettes
- Cracked or collapsed drains that are not the responsibility of the water or sewage company.



Doors and windows



We provide:

Before you moved into your home, we made sure it was secure. We changed the entrance door lock and provided you with a full set of keys. All windows and internal doors should open and close.

You are responsible for:

- Arranging to get back into your home if you are locked out
- Door chains, door numbers and any additional locks or bolts you've fitted yourself
- Letter boxes and door viewers in houses and bungalows
- Lost door and window keys
- Keeping internal doors in good condition
- Keeping windows in good condition. Also keeping them clean and wiping away moisture
- Draught excluders around doors and windows
- Replacing broken glass (when broken by you, your family or guests)
- Ventilating your home and preventing condensation issues
- Locks and keys to pigeonhole mailboxes.

We will repair:

- Unsecure external doors, frames and panels
- Fire doors
- Windows that do not open or close
- Blown double glazed windows that you cannot see through
- Letter boxes and viewers in flats and maisonettes
- Primary door and window locks
- Broken internal door handles and tightening hinges
- We will also provide replacement or additional communal entrance door fobs or keys.



Gardens



We provide:

If you have a private garden, it should be clear with greenery cut back. If you share a garden with other people we will arrange communal and estate grounds maintenance.

You are responsible for:

- Looking after your garden, including caring for trees and shrubs and keeping grass and greenery tidy and cut back
- Notifying us of any safety concerns with trees in your garden
- Weeding paths, paving and driveways
- Removing rubbish
- Clothes lines
- Garden sheds, including locks
- Garden features, such as ponds and decking
- Dividing fences and gates.

We will repair:

- Trip hazards in paths, paving and driveways that provide access to your home
- Unsafe garden walls and brick sheds
- Roofs, chimneys, guttering and downpipes
- Boundary fences and gates (A boundary fence divides your home from public land)
- Carrying out work to trees where they are dead, diseased or dangerous
- Treating Japanese knotweed.

Pests



We understand that pest infestations can happen for a variety of reasons and we know this can impact your quality of life and become a health and safety hazard. Although you are responsible for treating pet infestations in your home, we'll deal with pests in the following:

- All internal and external communal areas that we manage directly
- All tenanted homes where there are pharaoh ants, cockroaches, squirrels and rat infestations.

We'll also repair existing deterrents for pigeons and assess the need for new ones.

We'll deal with mice fleas, bedbugs, and wasps if you've been unsuccessful in dealing with the issues yourself, or where there is evidence of a wider infestation in a block.



Chargeable repairs



We will only carry out repairs that are your responsibility if you qualify for additional help under our vulnerable persons policy, or when there is a significant health and safety risk, or non-repair would cause further damage to the property. For example, if you cause a blockage to your toilet, or if a member of your household cracks a window.

If we carry out a repair that is your responsibility we will charge you for the cost we incur plus an administration fee and VAT.

We may also charge you if you have caused damage to the property or miss an appointment.

If you have limited mobility, or another condition that means you may struggle to carry out your own repairs you may qualify for additional help under our vulnerable persons policy. To check this please call us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



Contents insurance



To help protect your possessions and personal belongings, we recommend you have contents insurance in place. This will provide cover for your home contents and belongings in the event of a fire, flood, theft and many other household risks.

Please be aware that we don't insure the contents of your home or your personal possessions, and the cost of replacing your clothing, carpets, furniture, electronic items or valuables can often be much more than expected. You can find more information about contents insurance on the Money Matters website: www.moneyhelper.org.uk/en/everyday-money/insurance/what-is-contents-insurance



Reporting repairs



If you identify a repair that L&Q are responsible for, you should report it online as soon as possible at www.lqgroup.org.uk.

If you consider it an emergency or do not have access to online services please contact our **customer service centre** on **0300 456 9996** immediately. If you're a resident in the North West, please call **0300 777 7777**.

Telephone lines are open **8am to 6pm, Monday to Friday**. Outside these hours an emergency only service operates.

Response times

For emergency repairs, where there is an immediate danger to the people in your home or members of the public, we will attend within 24 hours, to make the area safe.

For all non-emergency repairs we will arrange a mutually convenient appointment.

How to complain



We'll always aim to deliver a repairs service that meets your needs, but if you're not happy, you can make a complaint to us and we'll do our best to put things right.

You can use the online form at www.lqgroup.org.uk/contact-us/webforms/complaint-form, or by calling us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.

Our complaints process has two stages:

Stage One

We'll acknowledge your complaint within five working days and send our decision within ten.

Stage Two

If you're not happy with our response you should let us know with your reasons why. We'll review your complaint and provide a full response and decision within 20 working days.

You can also contact the Housing Ombudsman Service for advice at any time during our complaints process. If you remain unhappy after our stage two decision you can also ask them for an independent review of your complaint:

Website: www.housing-ombudsman.org.uk

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk



For more information

T: 0300 456 9996
www.lqgroup.org.uk

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