

# Residents' repairs responsibilities

One Housing Group is responsible for keeping the structure and exterior of our residents homes in a good state of repair. We will also repair any installations provided by One Housing Group for heating and sanitation, and for the supply of water, gas and electricity.

However, residents are responsible for the minor repairs within their home, unless they are vulnerable or require extra support.

## **The following repairs are some examples of residents' own responsibilities:**

- Window glazing (unless damage is due to wear and tear).
- Keys/lock change/access.
- Kitchen worktops, units, door handles and hinges, securing doors and/or drawer fronts.
- Splash back tiles behind the sink, wash basin and bath surround.
- Leaking or dripping taps (including mixers).
- Bath and sink plugs and chains.
- Repair/renew shower heads, including hose.
- Repair or renew bathroom cabinet.
- Renew sealant around bath, wash basin or kitchen sink.
- Repair or renew bath panel including side and end framing.
- Repair internal doors, handles and latches (One Housing Group will repair fire doors).
- Door numbers, knockers, bells and additional security measures.
- Lubrication of catches and hinges.
- Cracks or fractures in plastering.
- Light bulbs and tubes (unless in communal areas).
- Fuses and plugs (unless in communal areas).
- Residents own cookers or other white goods including connection.
- Smoke alarms (if fitted by tenant).
- Bees and wasps nests (residents must contact their Environmental Health Office).
- Any other pests (mice, rats, ants, etc.) if they only exist in one home due to neglect.
- Blocked flush toilet, sink, bath, wash hand basin (if damage is due to resident misuse).
- Replacement of toilet seat.
- Refix garden gate or fence.

## **Free Training: "DIY Around the Home"**

One Housing Group's Employment and Training team is running a series of one day practical 'Do It Yourself (DIY)' repairs training courses where you can learn to undertake the repairs listed above. The training courses are free for all One Housing Group residents but you must be over 16 years of age.

## **Where and When**

The training courses will be held every two months. Please look out for notices and letters. Or you can contact Rusunara Begum Ali to put your name down for a course now on **020 7428 4259** or at email [rubegum@onehousinggroup.co.uk](mailto:rubegum@onehousinggroup.co.uk).