

# Tenant Repair Responsibilities

As part of our commitment to quality services, Impact Housing Association aims to provide a reliable and quick repair service. However, some repairs are the tenant's own responsibility and cannot be carried out by Impact's repairs service. These are listed as follows:

Decorating the inside of the property
Repairs to fixtures and fittings not owned by Impact
Repair or fitting of curtain rails / poles
Repair or fitting of cookers and other white goods owned by tenants
Connecting and maintaining cookers
Repairs to any equipment purchased or owned by the tenant
Plumbing in washing machines or dishwashers
Replacing fuses, light bulbs or fluorescent tubes (excluding starter motors)
Adapting bottom of doors to accommodate carpets
Putting up washing lines or rotary dryers (we will repair / replace for communal lines/dryers)
Maintaining gardens (excluding communal areas)
Replacing plugs and chains to sinks, wash hand basins and baths
Replacing showers (unless installed by Impact)
Fitting or replacing toilet seats (unless there is a vulnerability issue)
Unblocking drains to sinks
Repairs to broken glass caused by negligence or wilful damage by tenant or visitors
Any other wilful damage caused by tenant or visitors
Dealing with pest control such as infestations of rats, mice, ants etc (Impact will fill any holes where the rodents may be getting into the property)
Loss of keys to the property or being locked out
Misuse and damage of Impact property
TV aerials (unless covered by a service charge)
Provision of carbon monoxide detectors

In some instances Impact may need to carry out any of the above repairs and recharge the tenant. If this is the case, then the Recharge Procedure will be followed.

Impact will do their best to help and support any elderly or vulnerable tenant.