



Your Repairs 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 your responsibility and cannot be carried out by Impact's Repairs Service. These are:

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

In some instances we may need to carry out these repairs and recharge you. If this is the case, the Rechargeable Repairs Procedure will be followed.

We will do our best to help and support you if you are an older or vulnerable tenant.