

Tenants' Repair Responsibilities

You are responsible for the repair or replacement of the following items within your home:

Doors, windows and glazing

- Easing and adjusting doors (e.g. to fit carpets)
- Door bells, knockers and numerals
- Internal doors and door furniture, including; hinges, locks, handles and latches
- Letter boxes, plates and cages
- Tenants' own security measures (e.g. additional locks or chains)
- Cracked or broken glazing to windows and doors
Unless criminal damage has occurred and a police crime reference number has been issued. Where Saxon Weald has to make the property secure, the necessary work will be undertaken by HomeFix and charged to the tenant.
- Damage to entrance doors caused by forced entry
- Replacement of lost or broken keys
- Cat flaps
- Draughts to doors and windows

Fixtures and fittings

- Minor repairs to kitchen units (e.g. catches, handles, hinges, runners and shelves)
It is the tenants' responsibility to maintain and rectify loose fittings and to avoid overloading / mistreating cupboards and drawers. We will recharge the tenant where any damage is not the result of fair wear and tear.
- Curtain battens and rails, hat and coat hooks
- Toilet seats, hinges and covers
- Toilet roll holders, towel rails and soap dishes
- Shelving
- Built-in appliances, where installed by the tenant (e.g. cooker or hob)
It is the tenants' responsibility to maintain built-in appliances where they have been gifted (as part of a development)

Electrical

- Electrical plugs, fuses and appliances
Unless provided by Saxon Weald
- Fluorescent tubes and light bulbs
Unless in communal areas
- Smoke detector batteries
- Electrical faults resulting from the use of faulty appliances or installations that were installed or carried out by you, or somebody acting for you
Where Saxon Weald is obliged to make the property safe as a result of an electrical fault caused by the tenant, a visitor or somebody acting on their behalf, the necessary work will be undertaken by HomeFix and recharged to the tenant.

Plumbing

- Blocked waste pipes to baths, wash basins and sinks
We will charge for the cost of the call-out and any remedial works required
- Insulation jackets to hot water cylinders
- Plugs and chains to baths, wash basins and sinks
- Shower heads and hoses (maintenance, fixing and replacement)

Decoration

- Re-decoration to the inside of your home (e.g. filling, stain blocking, painting, wallpapering and tiling)
- Damage to decoration, which is the result of your failure to maintain your home in line with the terms of your tenancy or any advice provided by Saxon Weald
- Damage caused by residents to internal, external and communal walls, doors etc. through the use of personal equipment / effects (e.g. electric wheelchairs / buggies / bikes / prams etc)
Minor, cumulative damage (e.g. scuffs, dents and scratches) that occurs over a long period of time will be dealt with as part of cyclical decorating programmes. HomeFix will carry out remedial works and recharge the associated cost to the resident concerned where appropriate.
- Minor plaster cracks (including any damage caused by tenants during their own redecoration works)
Larger than 30 mm (the depth of a £1 coin)
- Fireplace tiles
- Wall tiles
We will recharge for the cost of the call-out and any remedial works required where it is obvious that a tenant's failure to maintain tiling has resulted in damage to the property.
- Floor coverings (e.g. tiles, vinyls, laminates and carpets)
Except where floor tiles are known to contain asbestos
- Sealant around baths, showers, sinks and wash-basins
- Decorative finishes (e.g. coving, dado and picture rails)

External

- Gate furniture (e.g. latches, handles and hinges)
Except in communal areas
- Washing lines/posts
Except in communal areas
- Garden patios and paving
Except paving in communal areas or where direct access to a property is affected
- Non-boundary walls and fences

Miscellaneous

- Sweeping flues and chimneys
Except where a chimney or flue is necessary for the main heating source
- Ash pans
- Wooden sheds and structures
- TV aerials and satellite dishes
Unless communal.

General Points

- HomeFix will only carry out repairs to existing standard components (not bespoke) that were installed by us and which we have a responsibility to maintain.
- Tenants will be required to repay to us, in full, the cost of cleaning, or repairing any damage (including graffiti or any other form of vandalism) done to your home, which is caused by your neglect, wilful act or default or that of anyone living with you or your visitors.
- Tenants are required to report any disrepair or defect to Saxon Weald that is our responsibility, as soon as it becomes apparent. You will be responsible for any damage arising from a fault that you were aware of, or should have been aware of, but did not report to us.

