

Your home and your maintenance responsibilities as a tenant







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Welcome

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

This brochure is designed for general needs, sheltered and intermediate market rent tenants. 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. Where it differs from the information in this brochure, your terms and conditions will take precedence.

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

01 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).

02 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 allow us access 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 related repairs.

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.** Ask your family and friends if they are able to give you a hand – you may be surprised how helpful they can be.
- 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 talk you through it.
- 3.** Contact your local handyperson service - if you are elderly, vulnerable or disabled they may do the work at a discounted rate. You can find your local handyman at **www.foundations.uk.com** or phone our customer service team who can check for you.
- 4.** Use a qualified tradesperson – a local tradesperson will often be cheaper than our contractors. You can find a tradesman at **www.checktrade.com** or in your local yellow pages.

If we have to do a repair that is your responsibility then we will charge you for the cost. For further information go to page 21.



03 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 blockages
- Replacing sink plugs and chains
- Tightening loose hinges, drawer fronts, runners, shelves and backs
- Fixing and replacing cupboard and drawer handles
- Connecting and repairing your own appliances
- Cooker ventilation hoods.



We will repair:

- Water leaks
- Trip hazards in kitchen flooring we provided
- Detached or snapped unit hinges, draw fronts, runners and backs
- Rotten kitchen units, worktops and seals
- Kitchen sinks, taps, splash back tiles and seals
- Extractor fans and pull cords
- Electrical sockets and isolator switches
- The cold water supply, mini stop valve and trap for a washing machine.

04 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 WC 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, riser rods, toilet roll holders and towel rails
- WC and bathroom door locks.

We will repair:

- Water leaks
- Basin and bath taps, splash back tiles and seals
- Showers that we have installed
- Trip hazards in bathroom flooring we provided
- Toilet flushing mechanisms
- Shaver points
- Extractor fans and pull cords.

05 All rooms

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, ie painting and wallpaper, including after leaks, condensation, damp proofing works and repairs
- Hairline cracks in walls and ceilings
- Your own floor coverings
- Preventing condensation and treating and cleaning mould
- Your own appliances and fittings
- Providing a crime reference when reporting repairs caused by vandalism, such as smashed windows
- Curtain rails and fixings.

We will repair:

- Large cracks and severely crumbling surfaces
- Penetrative and rising damp
- Structural collapse and falling elements
- Handrails and bannisters for stairs.

06 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, then we will have completed a safety check before you moved in and do so again each year.

You are responsible for:

- Bleeding radiators
- Allowing access for 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.



07 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 sufficient ventilation.

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

You are responsible for:

- Replacing light bulbs and starter motors
- Replacing batteries and fuses
- TV aerials (unless communal)
- Battery operated door bells, smoke alarms and carbon monoxide detectors
- Testing smoke alarms and carbon monoxide detectors and replacing batteries
- Your own appliances, such as fridges, cookers and washing machines, and testing that they are not causing other electrical problems
- Reporting faults with utility meters to utility suppliers
- Arranging for a qualified person to connect and repair your appliances
- Allowing access for electrical testing.

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
- Electrical hazards, such as exposed or sparking wires.

08 Water

We provide:

As you would expect, 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:

- Contacting your water company if you have problems with your water supply
- Drain and wastepipe blockages
- Reporting problems with lateral drains and private and shared sewers to your water or sewage company.

We will repair:

- Leaking pipework
- 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.



09 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 access to your home if you are locked out
- Door chains, door numbers and secondary locks
- Letter boxes and door viewers in houses and bungalows
- Lost or broken door and window keys
- Keeping internal doors in good condition
- Replacing broken internal door handles and tightening hinges
- Keeping windows in good decorative order. Also keeping them clean and wiping away moisture
- Draught excluders around doors and windows
- Replacing broken glass (broken by you, your family or guests)
- Ventilating your home and preventing condensation issues.

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.



10 Gardens

We provide:

If you have a garden, we will have cleared and cut back the greenery before you move in, ready for you to make it your own. We will arrange communal and estate grounds maintenance.

You are responsible for:

- Looking after your garden, including caring for trees and shrubs
- Weeding paths, paving and driveways
- Maintaining and repairing front garden fences and dividing fences between you and your neighbour
- Looking after your front garden gate
- Removing rubbish
- Clothes lines
- Garden sheds
- Garden features, such as ponds and decking.

We will repair:

- Rear garden boundary fences to public spaces, rear garden gates and other fencing where there is a significant health and safety issue
- Trip hazards in paths, paving and driveways
- Unsafe garden walls and brick sheds
- Roofs, chimneys, guttering and downpipes
- We will carry out work to trees where they are dead, diseased or dangerous
- Japanese knotweed.

11 Pests

You are responsible for:

- Keeping the inside of your home clean and not attracting pests
- Mice and other pests treatment within your home (other than those listed below)
- Blocking holes where pests are gaining access.

We will treat:

- Rat infestations, pigeons, pharaoh ants, cockroaches and squirrels
- Pests that infest multiple flats or communal areas
- All pests in supported, sheltered and temporary accommodation.





12 Chargeable repairs

We will only carry out repairs that are your responsibility 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 that we incur plus VAT.

We will ask you to pay the estimated cost in advance and if the actual cost is different we will either refund or ask you to pay the difference.

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

13 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 **L&Q Direct** on **0300 456 9996** immediately.

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

Social media:

www.twitter.com/lqcontactus

www.facebook.com/londonandquadrant

Response times

For emergency repairs, where there is an immediate danger to the occupant or members of the public we will attend within 24 hours.

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





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