



Section

7

Repairing, maintaining and improving your home



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You have a full repairing lease; this means it is your responsibility to keep your home in good order.

If you own a **house you are responsible for all repairs and maintenance to your home.**

If you own a **flat you are responsible for all repairs and maintenance to the interior of your flat** and the services (pipes and wires) and appliances for gas, electricity and water in your flat. You are also responsible for the glass in windows and doors. **The management company** is responsible for the repairs to the external structure of your flat including:

- The foundations and damp course the external walls and roof
- External door frames and windows, (but not the glazing which is your responsibility)
- Rainwater gutters and down pipes and for communal areas,
- Communal staircases and entrance halls
- Communal electrics and lighting
- Communal TV aerials and entry phones, if fitted
- Communal fire protection systems
- Plumbing up to main stop tap, communal water tank and communal soil pipe
- Communal refuse facilities (bin stores)
- Communal external boundaries, walls, fences and pathways (if any)
- Unadopted access roads and communal parking areas (if any).

You will have to pay the management company in your service charge for the costs incurred in doing these repairs.



Who can I get to carry out repairs?

If the repair is your responsibility you should arrange for a contractor to undertake the repair. You are responsible for payment and we recommend that you obtain a quotation before agreeing to have work done.

If the repair is their responsibility, the management company will arrange for a contractor to complete the repair. They will normally collect your share of the cost of the repair through the service charge.

How do I report a repair?

If a repair is required within a communal area or to the external structure of your flat you can report this to the management company. Please report emergency repairs immediately. An emergency is something that presents an immediate risk to safety, security or health, for example a burst pipe.

Please only report to the management company repairs that are their responsibility to put right.

Can I make alterations or improvements to my home?

If your property is a house, then you can make alterations or improvements to it without having to obtain consent from us.

If your property is a flat, then under the terms of your lease you would need to contact the management company about any alterations or improvements.

It is your responsibility to ensure that Local Authority planning and building regulations consent is obtained, if necessary.