

Our service offer

The following is a guide explaining the repairs that you are responsible for while living in your home.

To find help and advice about your home to save you time, please visit our [solve an issue](#) page.

If you need to find a local tradesperson to do these repairs for you, we recommend you visit [yell.com](#).

Type of repair or replacement	Your responsibility
Inside the home	
Laying of a new floor covering e.g. carpet, laminate or tiles	Yes
Adjusting internal doors following the laying of new flooring	Yes
All decorating	Yes
Repairing/filling any cracks in plaster	Yes
Curtain rails, battens, hooks and shelving	Yes
Installing window opening restrictors (ground floor only)	Yes
Cleaning condensation from window frames, glazing, walls and surfaces to prevent the build-up of mould	Yes
Cleaning mould which may include using a stain block	Yes – we will carry out the first treatment for you. You will need to carry out any further treatments needed
Heating / heating water / electrics	
Setting heating controls (including thermostats and radiator controls)	Yes
First attempt at re-lighting and re-pressurising gas / oil boilers	Yes – we recommend that you contact a gas approved engineer to do this for you
Bleeding radiators	Yes
Main phone line and phone socket installation and repairs	Yes
Electrical appliance plug sockets and replacing fuses	Yes
Resetting fuse box switches and ensuring any required meters have appropriate credit	Yes
Light bulbs, light pull cords, fluorescent tubes/strip lights and strip light starters and light bulbs in sealed units	Yes
Fixtures and fittings	
Damage caused by an installation which you carried out (e.g. installing a washing machine or putting up a mirror)	Yes
Unblocking blocked drains, sinks, toilets, baths and showers which are not the result of faulty pipework	Yes
Replacing toilet seats and lids	Yes
Replacing a bath plug and chain	Yes
Installing bathroom cupboards, towel rails, toilet roll holders and mirrors	Yes

Type of repair or replacement	Your responsibility
Replacing shower head and hose	Yes
Installing shower rail and curtain	Yes
Cleaning and maintenance of an extractor fan	Yes
Outside the home	
Damage to window glass requiring replacement (caused by accident or a third party but not due to a crime)	Yes
TV aerials and satellite dishes (not if you share the use of these with other residents)	Yes
Security lighting including bulbs	Yes
Garden decking or patios	Yes
Washing lines and rotary driers (not if you share these with other residents in communal areas)	Yes
Boundary fencing between homes (which you have installed). We are responsible for repairing fencing which we have installed. If we are unable to repair and need to replace fencing between homes then we will install post and wire/chain-link fencing as standard (with the option of a privacy panel) Please refer to our 'solve an issue tool' on the website for more information.	Yes
Sheds, storage cupboards and water butts (not if you share these with other residents in communal areas)	Yes
Unblocking outside drains	Yes – we recommend that you contact your local water authority
Water supply issue (i.e. water quality / pressure)	Yes – we recommend that you contact your local water authority
Lost keys and helping you gain entry	Yes
Meters	
Electric and gas meters	Yes - we recommend that you contact your electric/gas supplier
Lost/replacement meter cupboard keys	Yes
Appliances	
Installing electric and gas cookers or hobs to the outlet provided	Yes
Plumbing in washing machines and dishwashers	Yes
Pest infestations	
Removal of pest infestation	We are responsible for the removal of any larger pests such as rats or mice in your home or a communal area. It will be your responsibility for the removal of larger pests in your garden. It will also be your responsibility for minor infestations such as wasps, fleas, cockroaches, ants and bees in your home or garden. If you are unsure please get in contact with us and we can help you assess your situation.