



Peter Bedford
Housing Association

Minor Repairs in your Home





Welcome to Your New Home!

We hope your time with Peter Bedford Housing Association is happy and productive.

To help you feel comfortable in your home, it is important you take good care of it. Under your occupancy / tenancy agreement you have responsibilities for keeping your home in a decent condition.

Your responsibilities:

- Keep your home clean and tidy,
- Don't bring in furniture from outside,
- Look after your drains (Don't put fat, nappies, sanitary products etc. down toilets or sinks),
- Keep your flat ventilated so it does not develop mould & condensation,
- Keep your home tidy to avoid pests. You are responsible for dealing with ant infestations. Our **Property Services guide** details the Pest Control service we provide (we do charge for some of these services),
- Replace furniture/ fittings unless indicated by your occupancy agreement,
- Undertake minor repairs (we can provide an enhanced repairs service at a charge if you are unable to carry out minor repairs yourself),
- Keep your boiler on as per instruction,
- Keep your property insured with home contents insurance.

Minor Repairs

PBHA is responsible for carrying out some repairs in your home.

The below list details the repairs you are responsible for as a tenant:

- Maintaining draught excluders to doors and windows (Not to be confused with intumescent strips and smoke seals which are part of a fire door),
- Maintaining external door furniture-hinges, weatherboard, letter plate, spy-hole, (the association may consider replacement of these items if the problem is caused by fair wear and tear),
- Replace lock changes due to lost keys,
- Maintaining garden gates and fencing (unless the defect is caused by fair wear and tear), washing clothes lines / poles & garden paths,
- Maintaining doors and shelves to cupboards supplied by the Association,
- Oiling internal door locks,
- Oiling door and window hinges,
- Changing like for like fuses on items we have supplied,
- Changing batteries for doorbells,
- Cleaning cooker hob and oven where exceptionally dirty,
- Cleaning extractor fans for kitchen, bathroom and kitchen cooker hood,
- Changing cooker hood filters,
- Bleeding radiators,
- Cleaning windows (this would need to be exceptional),
- Repair/replacement of internal door ironmongery,
- Repair/replacement of kitchen and bathroom vinyl flooring (unless the problem is due to fair wear and tear),
- Repair/replacement of window curtain and rails (if already installed in property),
- Replacing light bulbs (except in common parts),
- Replacing toilet seats, toilet roll holders and towel rails or rings,
- Replacing plugs for sinks, wash basins and baths,
- Replacing shower hoses and shower heads,
- Removing blockages to your sink, washing machine, toilet, wash basin, shower tray or bath (if not caused by installation),
- Repairing minor cracks to plaster,
- Fitting extra mastered locks and cupboard locks,
- Fitting doorbells, fitting locks and bolts to garden gates,
- Repairing any improvements you make to your home,
- Getting rid of unwanted household goods and storage in property and common parts, such as furniture, fridges and washing machines, which belong to you.

Tenant Damage

- Replacement of fixtures or fittings arising from misuse or vandalism,
- Damage caused by break ins by tenants,
- Repairing any part of property structure, including doors and windows if damaged as part of police entry,
- Vandalised window and/or door if caused by tenant or associate (Tenant to provide CAD if claiming break in),
- Reinstatement of electricity supplies due to circuit overloading or faulty tenant own appliances,
- Damaged caused by tenant not taking due care of property - e.g. fire or flood damage caused deliberately or by omission,
- Decorating the inside of the property (exceptional - more likely to be tenant damage if needing to carry out of cycle),
- Garden clearance due to serious tenant neglect,
- Pest control treatment due to tenant neglect,
- Missed appointments.

Options for completing minor repairs:

- PBHA Minor Repairs service: We may carry out these repairs and recharge you via your service charge,
- Get in touch with the PBHA Property team: We can advise you on alternative lower cost/ free local repairs services,
- See the **'Fix it Yourself'** section on the next page, for tips on avoiding having to do repairs in the first place.



Fix it yourself!

Here are a list of useful videos you may wish to watch to help you fix some common issues:

Descaling taps, toilet and shower head:

<https://www.youtube.com/watch?v=6HzkBnWfHL0>

How to unblock a sink:

<https://www.youtube.com/watch?v=rraS7Tt9loc>

How to unblock a toilet:

<http://www.youtube.com/watch?v=fV56YkzoBhk&t=10s>

How to change a light bulb:

<https://www.youtube.com/watch?v=JW2Br1yjwZA>

How to check when your electricity goes off:

<https://www.youtube.com/watch?v=tGVnStiqCU0>

How to deal with condensation:

<https://www.youtube.com/watch?v=eelCVW2y7AQ>

How to deal with boiler /heating issues:

<https://www.youtube.com/watch?v=2l2vsqi6aaQ&t=66s>

Bleeding a radiator/ Checking boilers on:

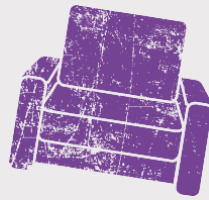
<https://www.youtube.com/watch?v=2l2vsqi6aaQ>

Pest control: <https://www.youtube.com/watch?v=eljfxzLspVM>

How to clean the grout on your tiles:

<https://www.youtube.com/watch?v=xmnKWqLphZA>

Repairs Responsibility



Repair	Us	You
Bathroom fixtures and fittings (including baths, basins, showers and toilets that we have provided)	✓	
Baths	✓	
Bins (only for your home)		✓
Bins (shared bins and rubbish chutes)	✓	
Blocked sinks, basins, baths and toilets		✓
Boundary walls, fences and gates	✓	
Ceilings	✓	
Chains and plugs (on baths, basins and sinks)		✓
Chimneys (except sweeping)	✓	
Shared areas	✓	
Curtain rails, curtains and blinds		✓
Damp (We will need to inspect your property to find the cause of the damp)	✓	
Kitchens	✓	



Repair	Us	You
Light Bulbs (except in shared areas)		✓
Light fittings	✓	
Plastering	✓	
Plumbing repairs and leaks	✓	
Radiators (except for letting out air/bleeding)	✓	
Relighting gas boiler pilot light		✓
Roofs	✓	
Sheds		✓
Shelves, hooks and rails		✓
Showers (except for shower hoses & descaling)	✓	
Smoke alarms	✓	
Stairs and bannisters	✓	
Worktops (except if damaged by burn marks)	✓	
Window frames	✓	





Reporting process

We will respond to enquiries and requests promptly.

**To report repairs, please email
repairs@peterbedford.org.uk or ring the repairs
line on 020 3815 4123 between 10.00am –
5.30pm Monday to Friday.**



Phone messages will be replied to within 1 working day.



Emails will be replied to within 1 working day.



We will do everything we can to respond to requests quickly and complete jobs on time.

