

TENANTS REPAIRS AND MAINTENANCE RESPONSIBILITIES

A summary of what you need to know
regarding your responsibilities as a tenant



TENANTS REPAIRS AND MAINTENANCE RESPONSIBILITIES



This easy read guide is a summary. Please refer to our Repairs and Maintenance Policy for a full list of your responsibilities



Allowing access for contractors and housing representatives



Installing your own doorbell - permission is required to ensure correct installation



General every day to day cleaning duties, internal and external. Carpets (except communal)



Light bulbs, including fluorescent tubes and bulbs in appliances - for example, fridge/freezers



Replacement batteries



Fixtures and fittings, such as coat hooks, curtain rails, and blinds

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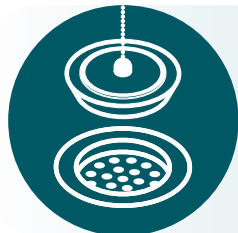
Carpet, furniture and white goods for your own room or apartment/flat



Decoration, furniture and carpets (except in communal areas) – permission is required from us to redecorate and replace items after 12 months



Repairs and replacement of toilet seats, cabinets, mirrors, shower curtains, towel rails, and toilet roll holders



Replacing broken plugs and chains



Replacing shower heads and hoses



Unblocking toilets, sinks, showers, and baths where the blockage is due to poor hygiene or misuse



TV aerials/Wi-Fi cabling (except communal in areas)

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Broken glazing (except in communal areas)



Tenant damage to the property



Gritting pathways in icy weather and clearing them - for example, from snow or leaves



Replacement keys and changing locks if keys are lost or stolen



Garden upkeep, such as keeping it tidy and watering



Infestations inside and outside your home, unless it is covered by your service charge – such as ants, wasps, bees, cockroaches, mice, rats, and bedbugs



Need any help? If you have got any questions, please email our repairs helpdesk on repairs@encircleha.co.uk



CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

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