

Repairs: PCHA's Responsibilities

Providing you with a safe and decent home is a priority for us. We will carry out repairs for which we are responsible, but as a tenant you are also responsible for some repairs and maintaining certain aspects of your home.

Our Responsibilities

PCHA is generally responsible for repairing and maintaining the structure and outside of the property and any shared parts of the building which the property is part of. This includes:

- Keeping electrical wiring safe and in good working order
- Maintaining and servicing all gas appliances fitted by us
- Ensuring your home is structurally sound and weatherproof
- Maintaining windows, drains, guttering, roof and external pipes
- Maintaining the plumbing of hot and cold water to your home
- Ensuring and maintaining an adequate heating and ventilation system
- Maintaining outside walls, outside doors, window sills, soffits, fascias, window catches and window frames (not including internal painting and decoration)
- Maintaining doors and door frames, door hinges and skirting boards (not including internal painting and decoration)
- Maintaining garages (not to watertight standard)
- Maintaining boundary walls and fences
- Maintaining installations for heating water
- Maintaining kitchen fixtures and fittings
- Plasterwork
- Maintaining pathways and steps
- Maintaining basins, sinks, baths, toilets, flushing systems and waste pipes (not plugs/chains)
- Common entrances, lifts, rubbish chutes and any other communal areas.



Repairs: Residents' Responsibilities

Your Responsibilities

- Complying with your tenancy agreement
- Reporting repairs quickly
- Allowing access for our contractors and staff
- Seeking permission for any improvements, changes or replacements you wish to make to your home (i.e. kitchens, bathrooms, external doors, heating and lighting)
- Insuring the contents of your home including carpets etc.

You are also expected to take responsibility for certain parts of your home. These responsibilities include:

- Repairing any improvements or alterations you have made in your home
- Repairing any damage caused by you, a member of your family or visitors to your home
- Repairing any damage done as a result of ASB or criminal activity (i.e. doors damaged as a result of police raids)
- Smoke alarms (unless fitted by PCHA) and replacement batteries
- Internal decoration
- Repairing any damage to internal doors and handles
- Rectifying blocked sinks, toilets and drains (where the blockage has been caused by someone living at or visiting your home)
- Replacing toilet seats, shower hoses, shower curtains/rails, sink plugs and chains
- Damage to sinks, basins and toilet bowls
- Broken windows and external doors (unless as a result of a crime not committed by you, your family or visitors to your home)
- Replacing of lost keys or a resultant change of locks to doors and windows
- Replacing fuses, light fittings and bulbs
- Pest control within your home (please contact us for advice if needed)
- The repair or renewal of timber sheds or greenhouses (if gifted)
- Removing rubbish from your home and garden
- Plumbing to washing machines/dishwashers and any damage resulting from leaks
- Curtain battens, rails and hooks
- Carpets and carpet fittings
- Ventilating and heating your home adequately and reporting any issues with damp, mould and condensation to us. See our Leaflet on this for more guidance.