

GENERAL

While you live in the home, you must:

- Set up your utility suppliers to arrange for water, gas and electricity in your home
- Tell your local authority Council Tax team that you've moved in
- Let our engineers into your home to carry out the annual gas safety check, and any other inspections we need to do
- Let our contractors into your home to complete repairs
- Tell us when we need to repair anything that is our responsibility
- Contact us before you make any improvements to your home and agree to any conditions we set
- Ensure you have the right amount of contents insurance to protect your household items in the event of a flood, fire or other emergency
- Consider giving a family member or friend a spare key

CLEANING AND DECORATIONS

While you live in the home, you must:

- Look after your home by cleaning it regularly throughout and any grounds which are your responsibility
- Keep the inside of your home in good repair and any decorations in decent condition

IN THE KITCHEN AND BATHROOM

While you live in the home, you must:

- Look after your kitchen and bathroom along with all the items provided
- Replace toilet seats if required
- Get our permission before carrying out improvements

OTHER ROOMS IN YOUR HOME

While you live in the home, you must:

- Use all fixtures and fittings, such as doors and windows, appropriately and not damage them;
- Secure our permission before installing hard wood or laminate flooring
- Secure our permission before carrying out improvements including any adaptations

THE EXTERIOR AND GARDEN

While you live in your home, you must:

- Keep the external areas of your home in a tidy and reasonable condition
- Maintain your garden and any trees, hedges or bushes planted.
- Remove and dispose of any garden rubbish regularly
- Ask for permission to install sheds, garages, or hard standing areas such as patios or decking

INSURANCE

You're responsible for insuring the contents of your home and garden.

We're responsible for insuring the structure of your home (excluding any fixtures and fittings) and any shared areas, furniture and laundry equipment we are responsible for.

YOUR RESPONSIBILITIES

THIS LIST IS PROVIDED AS AN INDICATION AND IS NOT EXHAUSTIVE

While you live in the home, you are responsible for:

- Accidental or malicious damage caused by you, your family or visitors in your home, or shared areas
- Adjustment of doors for carpets or other flooring
- Bleeding radiators

- Boiler controls and to ensure maintaining water pressure in your heating system
- Batteries in smoke / heat / carbon monoxide detectors or doorbells
- Bath panels
- Blockages to sinks, washbasins, baths and toilets, except tenants living in flats, where shared drainage is blocked
- Condensation / mould prevention
- Damage due to forced entry, including the emergency services
- Decorating – internally within your individual home
- Door numbers, nameplates, doorbells, chains, letter plates and letter boxes
- Door stops
- Draught proofing
- Floor coverings, unless we've provided and except those in communal areas
- Glazing – which is accidental breakage or damage caused by you
- Home improvements you have made yourself, including kitchens and bathrooms (prior permission must be granted by RHS)
- Individual appliances that you own
- Internal doors, handles, hinges including kitchen and bathroom cupboard doors, catches and hinges
- Keys for windows and door locks including replacement for damaged, lost, stolen keys, fobs and all associated lock changes (unless there is a mechanical failure with the lock mechanism)
- Light bulbs and fluorescent tube replacements, except communal lighting
- Minor fixtures including coat hooks, curtains and curtain rails
- Pest control within your own home, except communal areas
- Plastering repairs including minor patching and cracking to walls and ceilings
- Plugs and chains to sinks, baths and washbasins
- Resetting the trip switch on the fuse board
- Sheds
- Shower heads, hoses, rails and shower curtains
- Taking reasonable care of all specialist adaptation equipment
- Toilet seats and covers
- TV aerials and satellite dishes, except where there are shared communal aerial
- Washing lines, internally or externally including drying lines and posts, except communal areas

LEASEHOLDERS

If you are a Leaseholder or Freeholder, you are responsible for all repairs inside your property.

- If you live in a flat, we will carry out repairs to the structure of your building and any communal areas and facilities that you have shared use of with your neighbours.
- If you live in a house, you are responsible for all the repairs to your home.

For information on any specific repair responsibilities, you should refer to your lease.

OUR RESPONSIBILITIES

We must keep the structure and outside of your home in a reasonable state of repair and in proper working order. This includes:

- Drains, gutters, outside pipes and the roof
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including any painting and decorating needed outside
- Inside walls, floors, ceilings, doorframes, but not painting and decorating inside except the communal spaces inside a block
- Chimneys, chimney stacks and flues
- Front & rear paths, steps or other access points that are our responsibility
- Boundary walls and fences, but not those you share with neighbours.

We will also maintain any installations we have provided for supplying water, gas, or electricity, and for heating, hot water and sanitation. This includes:

- Basins, sinks, baths, toilets, flushing systems and waste pipes, but not plugs, chains or toilet seats
- Electric wiring, including sockets and switches
- Central-heating systems, gas and water pipes, water heaters, showers and storage heaters, ventilation fans & ducts, fireplaces and fires we have fitted.

We will take reasonable care to keep shared entrances, hallways, stairways, lifts, passageways, rubbish chutes and other shared areas which are our responsibility, in reasonable repair.

OUR REPAIR STANDARDS

As part of our Responsive Repairs service, we'll:

- Ensure our contractors confirm an appointment with you for as soon as possible, and, where possible, at a time that suits you
- Aim to complete the repair in one visit
- If it's an emergency, we'll visit to make things safe within 12 working hours
- Carry out a gas safety check to your home every year
- Give you a decision within 20 working days when you ask for permission to improve your home
- Publish our residents satisfaction with our repair service