



Repair Responsibility

Willow Tree Housing Partnership (WTHP) is responsible for keeping your home in good repair and carrying out the repairs that are our responsibility. You are responsible for reporting repairs, damage or faults, to us promptly, and for replacing or repairing anything which is your responsibility.

Full details of the repair responsibilities for you and WTHP are included in your tenancy agreement or lease, and are shown on the next page.

Shared Owners and Leaseholders

The repair responsibilities for shared owners and leaseholders are different to those for tenants. For flats, shared owners and leaseholders are responsible for all repairs inside their own property. WTHP is responsible for the communal areas and the outside of the building, including the window frames, but not the glass in the windows. For houses, shared owners are responsible for all repairs.

Do you have any other responsibilities?

You are also responsible for:-

- reporting any repairs or defects promptly
- keeping the property clean and tidy
- providing and replacing floor coverings, carpets and curtains
- cleaning of windows
- keeping the garden, including any trees and bushes, in good order
- providing a dustbin
- putting right any damage caused by you, members of your household, or visitors to your property
- any damage which would normally be covered by a home contents insurance policy
- repairs to any fixtures or fittings supplied by you
- changing locks or supplying new keys

Decoration

WTHP is responsible for decorating the exterior of the property; including any window frames and rain water goods. You are responsible for internal decorating.

Will you be recharged for any repairs?

WTHP will not carry out repairs which are your responsibility (see the table overleaf). In some circumstances you may be asked to pay for a repair up front, when it is likely to be a rechargeable repair and was your responsibility. You may also be charged if the repair is needed because:-

- the damage was caused by you, a member of your household, or a visitor to your property
- you could have taken action to prevent or minimise the damage but did not do so
- there was no need to call out a contractor
- WTHP has to remove rubbish or personal items belonging to you
- a contractor attends a pre-arranged appointment, but no one is home

If WTHP carries out a repair which we believe you are responsible for, we will write to you telling you about the repair and the cost of the work. You will then be given an opportunity to make an arrangement to repay the charge. If you do not repay the charge, we may pass on your details to our debt collection agency to pursue you for the debt.

Willow Tree Housing Partnership's Responsibility	Your Responsibility
The exterior structure of the property, including drains, gutters (including clearing), roof, chimneys, walls, doors, locks, windows, window frames and external decoration	Battery operated door bells, changing door locks after losing keys, broken glass (whatever the cause), water butts
The internal structure including walls, wall tiles, floors, ceilings, doors, skirting boards, floor coverings in the kitchen and bathrooms	Internal door handles and catches, floor coverings (except kitchens and bathrooms), minor cracks to plasterwork, minor gaps between skirting, adjusting doors to fit carpets and any tenant damage
The fittings for the supply of water, gas and electricity	Your own appliances and fittings, and any damage caused by them
Any mixer shower or shower where that is the only source of bathing and electric showers where the heating is electric	Electric showers in properties with gas or renewable heating. Damage caused by poorly used shower curtains or screens
Plumbing, such as toilets, sinks, basins, taps (including washers), baths and waste pipes	Unblocking toilets and drains, replacing toilet seats, baths and sink plugs
The electrics such as wiring, light fittings, switches, bathroom sealed light fittings and power points	Light bulbs, fluorescent strips, fuses, TV aerials (excluding communal aerials) and cleaning extractor fans
The heating and hot water systems	Setting the controls on the heating, bleeding radiators and topping up boilers
Main access paths, steps, health and safety issues with patios and decking which may be removed	Garden paths, washing lines and sheds (except in communal areas), patios and decking installed by or gifted to the tenant
Boundary walls, fences and gates	Fences between properties may be replaced with marker posts and straining wire
Communal areas such as shared entrances, stairways, lifts, lighting, TV aerials, floors, drying areas and boundary fences	

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Tel: **01934 750780**

customerservices@willowtreehousing.org.uk

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth
Devon, PL1 3LF

Tel: **01752 250902**

www.willowtreehousing.org.uk