REPAIRS WHICH ARE A TENANTS RESPONSIBILITY

1. Changing either front or back door locks, or window locks, if tenant loses keys, or locks themselves out.

2. Re-fixing or securing internal door handles, window handles, kitchen unit doors.

3. Replacing / resecuring toilet seats.

4. Unblocking domestic drains ( excluding toilets) i.e. tenant should use a plunger and chemical unblocker first. Co-op should only get involved if the blockage is further down the drain run.

5. Filling hairline cracks to internal walls / ceilings.

6. Re-glazing broken windows, unless they were broken through a break in or vandalism, in which case they will only be repaired if the tenant reports the incident to the Police so that the Co-op can claim via its insurance policy.

7. Any repairs which result from misuse / damage caused by tenant or a member of their family e.g. holes in internal doors, cracked wall / floor tiles, cracked bathroom fittings.

8. Replacement of all bulbs, including fluorescent tubes and starters.

9. Re-fixing loose wall tiles.

10. Replacing shower hoses and heads.

The Co-op should also reserve the right to recharge tenants if a contractor is called out and on investigating a fault reports back that the problem has been caused by the tenant e.g. toilet blockage caused by nappies being flushed down the system, water penetration due to careless use of shower / tap being left on. Call out costs will also be recharged if a tenant makes an appointment with a contractor and then does not keep it.