

If you're an Adur Homes tenant, YOU are responsible for...



DOORS AND WINDOWS

- Replacing lost and/or broken door and window keys *
- Replacing broken locks to your doors, unless faulty *
- Cracked or broken glass in windows and doors * *(unless related to a crime)*
- Windows in timber sheds
- Cleaning window glass and frames, other than in communal areas or Sheltered Schemes
- Clearing air vents and window trickle vents
- Door numerals
- Draught excluders

* *this is a rechargeable works service offered by Adur Homes*



OUTSIDE



EXTERIOR

- Gardens, trees, shrubs and hedges *(other than in communal areas)*
- Keeping your private garden tidy and free of rubbish - hedges and trees must not overhang a footpath or road
- Garden sheds (timber)
- Private driveways and hardstandings *(areas for parking) maintenance by Adur Homes only if agreed as part of your tenancy*
- Garden paths *(other than to the front and back doors)*
- Fences that are not next to public footpaths, roads or other open areas such as parks and garage compounds
- Gate latches and hinges
- Washing lines *(other than communal ones which we provide)*
- Dustbins *(except communal)*



OTHER

- Infestation by rats, mice, cockroaches, wasps, fleas etc. see: www.adur-worthing.gov.uk/pest-control
- Repairing damage caused by your household and visitors
- Repairing any item which you have provided or put up yourself *(unless we agree in writing to maintain)*

If you're an Adur Homes tenant, YOU are responsible for...



PLUMBING

- Connecting and maintaining white goods (*cookers, hobs, fridges, washing machines etc. ask your supplier for a how to guide*)
- Repairs to your own white goods - unless we supplied them (*ask your supplier for a how to guide*)
- Plugs and chains to baths, wash hand basins and sinks
- Faulty outside taps (*we will come to isolate the tap but not to repair it*)
- Toilet seats and covers
- Vents for tumble dryers



INSIDE.



ELECTRIC

- Testing of smoke alarms and replacing batteries as required (*this does not apply to Sheltered Housing and council installed systems in communal areas*)
- TV aerials where there is no communal system
- Cable or satellite TV connections and cabling
- Telephone points and junction boxes
- Door bells



FIXTURES AND FITTINGS

- All cupboards and shelves i.e. fixtures (except kitchens)
- All cupboard hinges, catches and furniture doors i.e. fixtures (except kitchens)
- Curtain rails
- Hat and coat hooks



WALLS AND FLOORING

- Internal decoration
- Minor plaster cracks (*non-structural, eg cracks that can be filled with decoration filler*)
- Washing down or removing condensation and mould
- Mould and condensation prevention through adequate ventilation
- All carpets or timber/laminated floor coverings within flats, maisonettes, bed-sitting rooms and houses (excluding kitchen and bathroom safety floor coverings)



Adur Homes are responsible for...

- Gas, electrical and water services
 - Heating and hot water systems
 - Fireplaces and fireplace tiles
 - Resetting thermostats and programmers
 - Sweeping flues and chimneys (where you have your own solid fuel heating system)
 - Insulation jackets to hot water cylinders
 - Electrical systems wiring, power, light, sockets and switches plus electrical fittings that we've installed
 - Resetting electrical fuse trip switches (*circuit breakers*)
 - TV aerials only in communal systems in flats and maisonettes
 - Showers, sinks, taps, basins, baths, toilets, flushing cisterns, overflows
 - Blocked waste pipes to items such as baths, wash hand basins, sinks, showers and gully grids - *misuse by disposal of inappropriate items in sink, bath or toilet will be rechargeable*
 - Main drainage and guttering
 - Main path to the front and rear doors
 - Fences, walls and gates that are next to public footpaths, roads or other open areas
 - Verandas, lean-to extensions and out houses: *if resident has installed then this is rechargeable*
 - Outbuildings that formed part of the original property when built
- The lift service and other communal amenities, where these are provided
 - Decorating the exterior of your home and communal areas periodically
 - The main structure of the building including roof and ceilings
 - Walls, floors and all communal areas
 - Floor and wall tiles, splash-backs etc.
 - Communal doors and windows
 - Defective locks
 - Broken and cracked windows, if you have a crime reference
 - Internal door and window locks and fittings
 - Adjusting internal doors
 - Adjusting doors to fit carpets (always rechargeable)
 - Misted double glazed windows, only repaired if two or more