

# Repair Responsibilities



## Repairs and maintenance

This fact sheet explains which repairs we are responsible for, and which you need to organise yourself.

### Buildings

As your landlord, Futures Housing Group is responsible for the repair and maintenance of the structure, inside and out, and any shared parts of properties such as communal hallways to flats. This includes:

- The roof
- Chimneys and chimney stacks
- Gutters, downpipes, fascias and soffits
- Foundations, outside walls, outside doors (including door jambs, thresholds, locks and handles) and windows, windowsills and frames (including painting)
- Internal walls and plasterwork, floors and ceilings (but not the painting and decoration of these)

- Internal doors and frames, latches and handles
- Kitchen units and worktops
- Cupboard doors
- Boundary walls and fences to public paths/roads
- Paths, steps, ramps, hand rails and line posts
- Garages (if rented from us)

### Services

We are responsible for the repair and maintenance of the installations for supplying water, gas and electricity, and the servicing, repair and maintenance of the installations and appliances for heating and for hot water. This includes:

- Drains, gutters and external pipes
- Basins, sinks, baths, showers (if supplied by us), toilets, taps, flushing systems and waste pipes

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- Gas and water pipes
- Water heaters, fireplaces and fitted fires (if supplied by us, although we will make a customer's item safe if necessary)
- Cylinder jacket and roof insulation
- Fireplace, focal point fire
- Gas/electric cooker if installed by us
- Electric fuse board
- Smoke detectors (mains operated where fitted)
- Extractor fans supplied by us
- Electric wiring
- Electric sockets and light fittings (unless you put them in yourself when we will make them safe at your cost)
- Central heating and hot water systems.

If the boiler is not working and you do not have an alternative form of heating, you will be supplied with electric heaters until a full repair has been carried out.

## Communal areas

We will repair and maintain the shared areas inside and outside our properties.

This includes:

- Decorating communal entrance halls
- Communal lighting
- Lifts
- Door entry systems
- Communal TV aerials
- Alarm systems (fitted by us)
- Ensuring that any fire fighting equipment is adequate, regularly inspected and serviced
- Playgrounds, parking areas, grounds and gardens which are our responsibility.

## Your responsibilities

As a tenant you are required to take good care of your home. You are also responsible for the repair of the following items:

- Glass
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- Keys and supply connection
- Hedges, gardens, trees and fencing dividing boundaries and own fencing
- Garage if owned by you
- Driveways
- Decorating and making good
- Minor plaster/shrinkage cracks
- Internal fixtures and fittings
- Doors and latches
- Additional and specialist kitchen units fitted by you
- Fireplace if installed by you
- Gas meter/gas supplier and supply connection
- Electric meter/electricity supplier
- Electrical fittings, including plugs, fuses, light bulbs and fluorescent light tubes and diffusors
- Smoke detectors (battery operated)
- Extractor fans if fitted by you
- Plugs to sinks and baths
- Toilet seat (apart from sheltered schemes)
- Blocked traps to sinks, basins, clean gullies/grids
- TV aerials and satellite dishes

## Chargeable Repairs

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If you report a repair for one of the above items you will be charged for that repair before we carry out any work. This charge will apply regardless of whether the repair has been caused by accidental damage, intentional damage or criminal damage. The only instances where charges will not be applied are:

- If the damage has been caused by fair wear and tear.
  - If Futures Housing Group has a legal responsibility to make the repair.
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If payment is not received for a chargeable repair, the work will not be carried out.

Futures Housing Group will not accept payment plans for repairs from existing customers. A payment plan may be considered for former Futures customers.

We do not repair certain items such as toilets seats or replacement light bulbs. Customers will need to book a handyman to complete the repair if they are unable to do so themselves.

If Futures Housing Group has a legal responsibility to carry out the repair then we will do so.

## Contents Insurance

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We would advise customers to consider taking out a contents insurance policy to cover against accidental or criminal damage to the property.

There are various online comparison websites that can help you find the best contents insurance policy.

**If you have any queries or require further information please contact us by telephone on 0300 456 2531, email us via [enquiries@futureshg.co.uk](mailto:enquiries@futureshg.co.uk) or visit our website at [www.futureshg.co.uk](http://www.futureshg.co.uk)**

**Futures Housing Group Limited** Company No: 6293737, Registered Provider L4502

**Futures Homescape Limited** Company No: 4380728, Registered Provider L4372, Registered Charity

**Futures Homeway Limited** Company No: 5775392, Registered Provider L4498, Registered Charity  
*(The above companies are registered in England and Wales)*

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