

# Your responsibility



As a customer, you are responsible for looking after the following. We may charge you if you ask us to do this kind of work.

Replacing 3amp and 13amp appliance fuses	Gate repairs (we can offer this service in some areas. We will also repair communal gates)	Installing loft boards	Installing and maintaining your own cooker
Repairing loose wallpaper	Lost window keys	Fitting new electric showers (except adaptations)	Installing and replacing shower curtains
Fitting and maintaining carpet and underlay	Shed repairs (if you've installed it)	Adjusting the height of a riser rail	Painting window frame
Installing or repairing a night latch or deadbolt (unless it's for domestic abuse or safeguarding concerns)		Changing or installing new radiators	Redecorating
Installing a security chain (unless it's for domestic abuse or safeguarding concerns)	Moving storage heaters or other appliances (at your request)	Installing or repairing your own washing machine or dishwasher	Tree cutting (unless in communal area or dangerous)
Removing kitchen units to make room for your own appliances	Planing doors	Swapping a bath for a shower (or vice versa)	Installing, replacing or closing-off fireplaces
Curtain rail batten/pelmet or pole installation or repair	Fitting or moving key safes (unless an approved adaptation)	Installing or repairing an outdoor tap that you've installed	Supplying sand bags
Boxing in enclosed pipes	Gardening, including maintaining hedges and decking	Routine repressurizing of boilers (please contact us if you're not able to do this)	Temporary heaters (we may be able to provide these depending on circumstances)
Hanging mirrors and pictures	Bleeding radiators (please contact us if you're not able to do this)	Installing or repairing fences between properties	Installing or removing cat flaps
Fixing plugs and chains in baths and sinks	Weather compensators (working correctly but no heating)	Painting hand rails	Line posts and rotary driers (non-communal)
Replacing diffusers (plastic light covers - unless it's fluorescent light)	Toilet seats (unless you live in our supported accommodation)	Rainwater butts	Gas supply problems (unless supplier has confirmed no issue their end)
Minor waste-pipe blockages (please contact us if you're not able to unblock)	Plaster cracks smaller than a pound coin	Adding a second stair rail (unless an adaptation)	Low mains water pressure (unless supplier has confirmed no issue their end)
Installing or replacing your own electric cooker	Replacing shower head and hose	Replacing pull cords for bathroom switches (unless it's snapped inside the box)	Changing light bulbs (except fluorescent lights / starter motors)
Lost keys (we can do this but there may be a charge)	Repairing things you have damaged (we can do this but there may be a charge)		