

Repair responsibilities

The following lists, shows the main types of repairs, and who has responsibility for them.

Our Responsibilities:

Type of Repair	Comments
Drains, gutters, external pipes, communal areas	
Electrical sockets, smoke alarms and light fittings	Not plugs or items we have not provided or adopted or batteries for smoke alarms. If damage is caused by items not provided by Arches a charge will be made if we are required to attend and repair/make safe.
Showers, extractor fans and ventilation systems	
Kitchen units, basins, baths, toilets, flushing systems and waste pipes	Unless caused by inappropriate use or negligence – if this is the cause and we are required to attend a charge would be made.
Plumbing repairs and leaks	
Water heaters, boilers, fireplaces, fitted fires and radiators	Does not include bleeding radiators
Water pipes and tanks, gas pipes and electrical wiring	
Outside walls, doors, window sills, woodwork, window frames, fences and gates	

Your Responsibilities:

Type of Repair	Comments
Shower heads, plugs and chains to sinks & bath	
Toilet seats, toilet roll holders and towel rails	
Burst pipes and blockages	If caused by inappropriate use or negligence – if we attend a charge will be made
Electrical appliances, plugs, fuses, light bulbs and re-setting circuit breakers	Unless items provided by us caused the fault
External and internal windows	Unless caused by a structural fault or vandalism
Items fitted by you or previous tenants	Such as shelves, curtain battens and rails, hooks
Keeping gullies clear	Except communal gullies
Internal doors and skirting boards, internal decorations and minor plaster cracks	Including adjusting doors for floor coverings
Lift and relay flooring including laminate to allow access for repairs	
Washing line posts, rotary dryers, sheds	
Plumbing for washing machines, dishwashers, etc	Unless provided by us
Pilot lights, bleeding radiators	Including resetting any heating controls

Lost or broken keys and lock changes	
Infestations	By ants, wasps, bees, cockroaches, mice, rats or bedbugs
Individual television aerials, satellite dishes, radio aerials & telephone points	Unless a communal aerial or satellite dish is provided
Gardens and dustbins	Except in a communal areas

If Arches is required to attend and repair or make safe any items due to health and safety which are your responsibility or at your request you will be charged for this.

If you are ever in any doubt about who is responsible for different types of repairs, please contact us on 0114 2288100.