



# YOUR RESPONSIBILITIES AS A RESIDENT

We want you to enjoy your home. Keeping it in good condition is a shared responsibility.

This guide explains the repairs and maintenance **you are responsible for**, based on your tenancy agreement or lease.

If you need this translated or in a more accessible format, please call us on 0300 111 0000 or email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk)

### YOUR RESPONSIBILITIES

#### ALL ROOMS (INCLUDING HALLWAY, STAIRS AND LANDING)



Keeping your home clean, tidy and in good condition



Repairing any damage caused by you or visitors



Filling small holes and cracks in plaster



Fitting and fixing curtain rails and battens



Replacing lost keys or getting spare keys cut



Looking after telephone points and TV sockets (except communal ones)



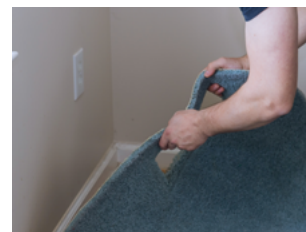
Fixing or replacing fittings and appliances not provided by us



Looking after TV aerials or satellite dishes and repairing any damage (except communal ones)



Looking after things like clothes lines, posts, and coat hooks



Repairing and replacing floor coverings (except in bathrooms or wet rooms)

## HEATING



Resetting your boiler



Removing and refitting radiators if decorating



Replacing batteries in thermostats

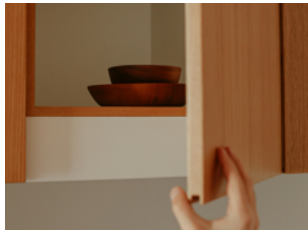
## KITCHEN



Connecting washing machines, dishwashers, and fixing your own appliances



Providing and fitting your own cooker



Tightening loose handles, hinges, runners, and shelves in cupboards and drawers



## BATHROOM AND TOILET



Clearing blocked sinks, basins, and showers



Descaling and replacing shower heads and hoses



Fixing or replacing toilet seats



Keeping plugholes and pipes clear to prevent blockages



Tightening bath panels and fixing toilet and bathroom door locks



Wiping up leaks while waiting for repairs to prevent water damage



Replacing fuses, light bulbs, starter motors, tap washers, plugs, and shaving lights





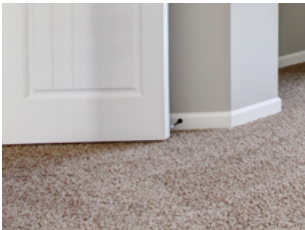
**DOORS AND WINDOWS**



Keeping internal doors in good condition



Installing draught excluders (if needed)



Adjusting doors after fitting carpets (if needed)



Maintaining door handles, bolts, and catches



Looking after door chains, numbers, and locks you've added



Replacing batteries in doorbells



Maintaining letterboxes and door viewers (except in communal flats)

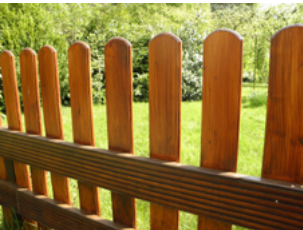


Keeping windows clean and wiping away moisture to prevent damp

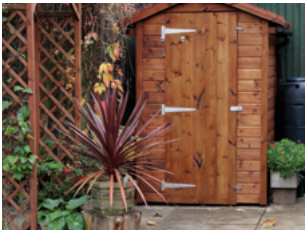


Opening windows regularly to let fresh air in

**GARDENS**



Looking after any fencing or garden areas you've installed



Maintaining sheds, locks, and garden gates



Keeping your garden tidy - mowing the lawn, trimming hedges, and pruning bushes



# YOUR RESPONSIBILITIES AS A RESIDENT

## NEED HELP?

**If you're struggling with repairs, there are options.**

### Handy person scheme

We offer a low-cost repair service by appointment. Prices and details are available on request by calling our Customer Hub on 0300 111 0000.

### Home improvements

If you want to make changes to your home, we're happy to help. You'll need to get permission first - search 'customer alteration form' on our website for more details.

### Ask friends & family

They might be able to lend a hand.

### Find a tradesperson

Websites like Checkatrade.com can help you find a trusted professional.



**Checkatrade.com**

**For more information, please contact our Customer Hub on 0300 111 0000.**