

Chapter 3

Maintenance and repairs responsibilities

CDHA aims to provide our tenants with an efficient repairs and maintenance service and to perform cyclical and planned maintenance to our properties in order to keep them in good condition. All our properties are inspected annually.

Repairs and redecoration

Before we offer an existing property to a new tenant, we will inspect it and carry out gas, heating system and electrical safety checks. We will also do any general repairs and have the unit cleaned before you move in. Decorating your home is your responsibility.

CDHA repair responsibilities

CDHA is responsible for the structural repairs to our rented properties. This includes repair to the following:

- Foundations, roofs, walls, floors
- External drains and pipes
- Boundary walls or fences provided by CDHA.

CDHA is also responsible for the following non-structural repairs (but not maintenance) to our rented properties:

- Heating and electrical facilities
- Windowsills and frames
- Ceilings
- Plaster work
- External doors
- Gutters
- Toilet bowls, baths and sinks

CDHA will undertake these repairs – provided they become defective due to wear and tear and not as a result of malicious damage.

Tenants repair responsibilities

You are responsible for the regular care, repair and internal decoration of your home. Examples of repairs and maintenance both inside and outside your home that you as a tenant are responsible for include:

- Damage to windows and doors that is not as a result of normal wear and tear
- Replacement of broken glass in your home
- Locks and bolts replacement and/or additional installations
- Replacement of locks and keys in event of lost keys
- Skirting board replacement
- Plumbing including cleaning of gully traps and waste pipes from baths and sinks, replacement of washers, stoppers and repairs to leaking or dripping taps

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- Light fittings/light bulbs
- Repairs to or replacement of showers, plugs, toilet seats, cupboards, wardrobes, hinges, handles, locks, catches, and drawers
- Unblocking sinks, toilets, baths
- Minor cracks to plaster
- Pest control
- Control and care of private gardens including grass verges at front of dwelling
- Checking smoke and Carbon Monoxide alarms regularly
- Allowing CDHA staff and contractors access to the property to inspect and carry out repairs.

Re-chargeable repairs

If repairs emerge which are your responsibility, but that CDHA must correct because you are unable or unwilling to do so, you will be charged for the cost of the repairs. These are known as re-chargeable repairs. Where a tenant is unable to carry out such repairs due to disability or old age for example, CDHA may carry out these repairs on the tenant's behalf and charge the tenant for this work.

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