

Repairs Responsibilities

If you are a Community or Toynbee resident the repairs for which you are responsible for include:

- replacing broken glass
- fuses, starters to fluorescent lights
- tap washers and plugs for sinks, baths and wash basins
- repairing internal doors, handles and latches
- unblocking sinks, toilets and drains.
- Pest infestation within the residents home

If you are an Island Homes resident the repairs for which you are responsible for include.

- internal decorations
- replacement of locks and keys when lost by a tenant, including window locks
- replacement of chains and plugs in sanitary ware
- repair and replacement of WC seats and toilet roll holders
- repair and replacement of internal glazing
- repair and replacement of wall tiles
- repair and replacements of gates and clothes poles
- repair and replacement of garden paths and fences
- repair and replacement of kitchen furniture (excludes damaged worktops)

Arranging repairs that we are not responsible for

In some cases we will arrange for repairs we are not responsible for to be done for you. However, you will still be charged for the work. We can do this if:

- The repair is an emergency
- You are over 70
- You are severely disabled or suffering from a serious long-term illness
- You have identified support needs
- You have a child under six months of age

Large repairs must be undertaken by contractors from an approved panel and we will arrange these repairs.