

Looking after your home

Our responsibilities and yours



Our responsibilities



Plumbing

If you have water leaking within your home, please get in touch with us straight away. We will help you stop the leak before we can review the issue.

If water leaks outside your home, please get in touch with your water supplier for assistance. If your home repeatedly has blockages, we will investigate why this is and work with you to avoid these in the future.



Floors

We are responsible for your kitchen and bathroom flooring if wear and tear has caused a trip or slip hazard.

Floor coverings in other areas of your home, such as carpets etc., are your responsibility.

There may be some exceptions to this in WHP homes and supported accommodation. Please check your occupation contract for details.



Windows

If your window glass, seals, frames, or handles need repair, please contact us.

If your window is faulty through accidental damage, we will replace it for you, but you will be recharged.



Fire alarms and carbon monoxide monitors

These should be left alone unless they are beeping. If your alarm is sounding intermittently, the backup power battery likely needs replacing. To do this, just pull the cover off the alarm and replace the battery within.

If your gas or carbon monoxide alarm is sounding (rather than indicating a low power battery), turn all gas appliances off, make sure everyone in your home leaves the property, contact the National Gas Emergency Service on **0800 111 999** and then also phone us.



External doors

Please get in touch with us if the door to your home is not secure. If your door is not secure through accidental damage or forced entry, you may be recharged for any repair or replacement.



Internal wiring

If you have a wire in your home that is part of internal electrics, e.g. to lights or light switches, please contact us immediately.

Do not touch or go near the exposed wire. If the damage is to a light switch, do not touch or go near the damaged switch.



Our responsibilities



Heating systems

If your heating system is not working or has become loose from its fixed position, we can repair these. We do not bleed radiators.



Kitchen units

We will repair your kitchen units if they are damaged through wear and tear. If they are damaged through misuse or accidentally, any repairs will be recharged to you.



Roofs and gutters

If your roof is leaking or damaged, please get in touch with us straight away. We will replace any cracked and damaged guttering. Damage to downpipes will be repaired if through ageing.



Internal walls

If your internal walls have large cracks that you could fit a pound coin in or damage, please contact us straight away.

Damage through accidental damage may be recharged to you. Your gutters may be able to be cleared by us. Please get in touch with us for individual details.

If you have large areas of exposed damaged plasterwork, please contact us. Cosmetic works such as painting, small holes or small areas of replastering due to accidental damage are your responsibility.



External fencing and brickwork

Please contact us if the fence is in a dangerous or insecure state and could harm you or your neighbours.



External walls

If your external walls have large cracks or damage, please contact us.

Cosmetic works such as painting or rendering will be completed as part of the planned cycle of maintenance rather than a repair.

How to report a repair

- Complete our repair request form online at hafod.org.uk/repairs
- Call our Customer Experience team between 8:30am and 4:30pm, Monday to Friday on **0800 024 8968**
- Central heating repairs can be reported directly to Liberty Gas, on **0800 328 4322**
- For emergencies outside of our office hours, please call **0800 024 8968** and you will be transferred to our out of hours service



Your responsibilities



Damage by a member of your household or visitor

You should maintain your home to a good standard. Your responsibility is to keep your home as stated in your occupation contract and not misuse any of your home's fixtures, fittings and structures. We will be able to assist with some repairs to accidental damage, but this will be chargeable to you.



Floor coverings, not including your kitchen or bathroom

The only floor coverings we are responsible for are in your kitchen and bathrooms.

Please contact us if these are worn through and a trip or slip hazard. Carpets etc., in other areas of your home, are your responsibility.



Broken glass except in communal areas

If any damage is caused as a result of burglary or vandalism, you must first report it to the police, who will give you a crime reference number. Without a crime reference, you will be charged for the repairs.



Lost keys, entry fobs and damaged door locks

It is a good idea to leave a key with a relative, friend or neighbour in case of an emergency.

If you have lost your keys, please check if a relative, neighbour or friend has a spare key you could use to get in quickly.



Internal doors

Please check your occupation contract around internal door responsibilities. We will repair hinges, latches and handles to keep your home in good repair but you may incur charges if repeated damage due to misuse.

Do not attempt to force entry to your home, as this could result in you being charged for damage caused to your property.

We can do the work for you if you require new locks and keys, but you will be charged. New fobs or entry system devices are available. However, you will be charged for these.



Electric light bulbs except in communal areas

You are responsible for any replacement or installation of light bulbs. This includes external security lights. If you are unsure how to do this we advise they should be fitted by a professional.



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Your responsibilities



Appliances

You are responsible for installing, connecting or removing appliances e.g. cookers, washing machines, dishwashers, fridges, freezers, televisions etc.

There may be some exceptions to this in WHP homes and supported accommodation. Please check your occupation contract for more details.

We are not responsible for installing TV aerials. You will need to contact a specialist who will fit one for you unless you live in a block of flats or retirement scheme, where there is a communal TV aerial.



Cracks to plasterwork

Please get in touch with us immediately if your internal walls have large cracks, that you could fit a pound coin in, or damage.

Small holes or small areas of replastering due to accidental damage are your responsibility.



Curtain and blind tracks or rails

You are responsible for any curtain and blind tracks or rails.

Please contact us if your shower rail needs repair through normal wear and tear.



Blocked drains outside your home

Please get in touch with your water provider. If you have a blocked drain or pipes outside your home, they will be able to help you.



Adaptations and handrails

You are not allowed to carry out any major renovation work in your home.

If you need adaptations to your home, many can be part of fully funded. Please contact your Neighbourhood Coach for advice and support if you need any adaptations.

If you require handrails in your property you are able to do this. We advise you source a local provider to do this. Hafod can install these but you will be charged.



Toilet seats

We replace these before you move in. You are responsible for ensuring they are suitable and securely fixed to the toilet.



Electric and gas meters

If you have any issues with your energy supply, please contact your supplier.



Looking after your home



Your responsibilities



Mould

If there is mould in your home, there are ways some activity changes in your home can avoid this. If you need help and advice, don't hesitate to contact us.



Pest control

Keep your home a clean and secure environment to avoid attracting pests. We are not responsible for dealing with rodent infestations in your home or garden unless it is a communal area.



Blocked toilets and basins

If you have a water leak in your home, please try and stop the flow. We will investigate and replace damage to flooring, pipework etc.

If the cause of the leak is due to your sink or toilet being blocked through misuse, you can unblock these with over the counter products.

If we do this for you will be recharged for repairs. Plugs and chains to sinks and baths are your responsibility.



Sheds

If you have or put up a shed on your property grounds, everything concerning this; location, planning permission, maintenance, security etc., is your responsibility. If your shed breaches any planning regulations or causes community disturbances, we have the right to contact you to investigate to reach a suitable solution.

If your shed was supplied by us during your tenancy and is damaged or causing a health and safety issue, we can remove and dispose of the shed. We do not renew or repair sheds, only remove and dispose. If your property has a shed when you take over the occupation contract this is gifted with the property and becomes your responsibility.



Upkeep of your garden

Your garden should stay within your property boundary. You are responsible for any overgrown trees or bushes. Keep your garden well maintained to avoid possible damage to boundary fencing or your property and to avoid unwanted wildlife.

You are responsible for moving satellite receivers or other external fittings erected by the home occupier. If your garden is waterlogged, contact your water supplier as it could indicate a leak.

