



Cj Hole Bishopston – 0117 9232 888 – bishopstonpm@cjhole.co.uk

WHO IS RESPONSIBLE FOR THE REPAIR?

As a Cj Hole Bishopston tenant, in line with the expectations set in existing laws and so called ‘*tenant like manner*’, you are responsible for putting right accidental or deliberate damage to your home.

This to be either during the tenancy, or prior to moving out of the property. In all cases, you are advised to let us know so we can assess the situation in the best way possible.

Please refer to your tenancy agreement for more details and to find out who is responsible for the repairs in your home.

If you are not sure, just give us a call!

In general, you are responsible for:

- Minor repairs, including small plaster cracks, wall and floor tiles, door handles, locks, hinges, letterboxes, toilet seats, bath panels, basin and bath plugs and chains, and tap washers;
- Adding extra security, provided the landlord has given permission beforehand, for example fitting mortice locks,
- Replacing broken window glasses, except where it is clarified that landlord is responsible for the breakage or you have a police crime number;
- Glazing repairs to internal doors and cupboards;
- Maintaining gardens, including fencing depending on the situation;
- Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care;
- Infestations of insects or mice, if proven to be as a direct cause of your habits;
- Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors;
- Replacing keys and locks when you lose the keys or members of your household are locked out;
- Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers (except where the landlord has fitted the items);
- Repairing any damage that you, a member of your household or a visitor caused;
- Repairing fixtures, fittings and equipment not provided by us;

We, instead, through your landlord’s instructions are responsible for:

- Keeping the structure of your home in a good state of repair as best as possible;

- The roof, walls, window frames, doors and doorframes, floors, ceilings and plasterwork, skirting boards, drains and gutters;
- The installations and repair to issues related to water, gas and electricity supply to your home;
- The maintenance of heating systems;
- The maintenance of walls and fences at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property;
- Maintaining common halls and stairways;
- Making good any plaster work or damaged decorations that have resulted from our error;