

Resident Summary

Repair responsibilities

Version: 08/2007

Introduction

This resident summary explains what repairs you are responsible for and those which are our responsibility.

This summary applies to all residents with:

- Southern Housing Group Ltd,
- Southern Home Ownership Ltd.

For details on **all** your repair responsibilities, please refer to your Handbook, lease or tenancy agreement, or call our Service Centre on 0300 303 1771.

There are some repairs which we'll do for you and some which you're responsible for. When you need a repair that's our responsibility, contact our Service Centre and we'll make sure that it's carried out. When the repair is your responsibility we'll usually advise you to organise complete it yourself.

What repairs am I responsible for?

New or refurbished homes

In the first year after your home was built or refurbished the contractor who did the work has to deal with certain problems. Therefore it's important that during these 12 months you don't do any repairs or redecorating without checking with us first.

Tenants

The repairs you're responsible for include minor repairs, like unblocking sinks and replacing toilet seats to replacing minor fixtures, like coat hooks or curtain rails. We also expect you to look after your own furniture and deal with repairs that have been caused through damage or neglect.

Leaseholders and homeowners

If you live in a flat, you are usually responsible for all the repairs and maintenance to the **inside** of your home. However, if you live in a house, you are

normally responsible for **all** repairs and maintenance, including those to the outside of your home.

What repairs will you do for me?

Tenants

We are responsible for many repairs to your home, from the structure and exterior walls to your drains, guttering, paths and steps. We will also deal with any repairs to gas, electrical, water and waste disposal services and kitchen worktops, cabinets, cupboards and fitted wardrobes that we've supplied. If you share any areas with your neighbours, we are responsible for carrying out repairs to those too.

Leaseholders and homeowners

If you live in a flat, we are responsible for repairs and redecoration to the areas you share with your neighbours, as well as repairs and maintenance to lifts, door entry systems and fire safety equipment. We will also deal with any repairs to your roof, window frame and balcony.

If you live in an estate, we are responsible for a range of general items. For example, repairing and maintaining boundary fences (when we own them) and estate lighting (when this is not dealt with by the Council).

Further information

If you would like any more information on this or any of our other policies please contact us using the details over the page.

Owner of the version: PST

Date of next review: TBC

Resident Summary: Rechargeable repairs

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
servicecentre@shgroup.org.uk

Write to us at **Service Centre,
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتكم في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.