

YOUR GUIDE TO

Routine Repairs and Maintenance



We are committed to providing you with a safe, warm, well-maintained home.

'Routine repairs' includes day-to-day maintenance work, internal works, external works and communal area improvements.

We will come and fix routine repairs within 20 working days so that any inconvenience or discomfort are kept to a minimum. We also want to mitigate any ongoing damage to the property.

There are, however, a whole range of minor repairs and redecoration jobs which we expect you to carry out yourself.

Whose responsibility are repairs inside your home?

Community Gateway shares the responsibility with you, our tenants, to keep your property in good condition. This is explained fully in your tenancy agreement.

What you can expect from us

We aim to attend all routine repairs within 20 working days. To make it easier for you, we offer a variety of appointment slots – these have been agreed following consultation with our tenants.

What we will repair

Repairs are carried out by Community Gateway free of charge, unless your actions, negligence, or the misdemeanours of you or your visitors have created

the need for the repairs in the first place.

As long as you have formally reported to CGA the repairs you need (via email, phone call, or online), we will come and repair defective:

Outdoors:

- Roofs and gutters
- Downpipes and drains
- Chimney stacks and flues
- External walls and doors
- Windowsills
- Exterior paintwork
- Paths, steps and ramps

Indoors:

- Boilers
- Water heaters
- Central heating installations
- Fireplaces and fitted fires
- Gas pipes
- Electrical wiring
- Lighting
- Internal walls, floors, ceilings, plaster work, skirting boards, doors and frames
- Basins, sinks, baths, toilets (excluding toilet seats), flushing systems and waste pipes
- Disabled adaptations
- Communal entrances
- Staircases and lifts

What we expect from you as a tenant

When you sign your Tenancy Agreement, you commit to keeping your home safe and well-maintained.

Here are some of the responsibilities you agree to:

- **Interior Decoration:** You must decorate the inside your home as often as necessary to keep it in good condition.
- **Looking after your home:** You must take proper care of your home and report any faults or damages immediately.
- **Minor Repairs:** You are responsible for repairing any minor damage caused by you, your household members, or visitors.
- **Safety Access:** You must allow us access to your home to carry out any legally required safety checks and essential repairs needed to keep you and your home safe.

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Minor repairs you are expected to carry out

As a tenant, you are responsible for the following minor repairs and maintenance:

- **Lighting:** Replace light bulbs and fuses
- **Plumbing:** Replace tap washers, sink plugs, and bath plugs
- **Radiators:** Bleed radiators as needed
- **Unblocking:** Unblock sinks, showers, basins, drains, gullies, and toilets (using a plunger)
- **Boiler:** Relight your boiler if it goes out
- **Garden Maintenance:** Carry out repairs in your garden area, including divisional fencing
- **Plaster Work:** Complete minor plaster repairs, such as filling holes or patch-plastering small sections of walls
- **Fixtures and Fittings:** Maintain your own fixtures, like curtain rails, battens, door numbers, and toilet seats
- **Appliances:** Repair and maintain your own appliances, including fridges, ovens, dryers, washing machines, televisions, and Wi-Fi
- **Accepted Responsibilities:** Maintain and repair any appliances or fittings you agreed to take responsibility for when your tenancy began

Routine maintenance you are expected to carry out

- **Outdoor Areas:** Regularly maintain your garden, lawns, patio, paving stones, driveway, and other outdoor spaces
- **Lawn Care:** Mow the lawn frequently and keep it well looked after
- **Heating and Ventilation:** Ensure effective heating and ventilation by keeping air vents clear, emptying water trays from your tumble dryer, and making sure extractor fans are working and used frequently
- **Condensation Control:** Regularly remove condensation by opening windows and using extractor fans in the bathroom and kitchen. Purchase dehumidifiers to prevent mould buildup
- **Radiator Maintenance:** Bleed radiators to keep them working effectively
- **Electrical Maintenance:** Replace light bulbs and electrical fuses as needed
- **Drainage:** Unblock drains using the appropriate tools or products
- **Window and Door Mechanisms:** Oil window and door hinges, and other mechanisms, to ensure smooth operation.

How to report a repair

Call: **0800 953 0213 (option 1)**

Email: repairs@communitygateway.co.uk

Online: www.communitygateway.co.uk/book-repairs-appointment

What if I am dissatisfied with the outcome?

If you have reported an issue to us and you are not happy with the service you received or wish to appeal the outcome of a reported issue, you can make a complaint to us by:

Call: **0800 953 0213 (option 6)**

Email: complaints@communitygateway.co.uk

Online: www.communitygateway.co.uk/complaints-and-compliments



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