

Our house, your home – working together

We aim to offer a prompt, high-quality service to make sure your home is always well looked after. This leaflet is a guide to looking after your home and your responsibilities as a tenant.

Irvine Housing
in Association with you

Part of
Riverside

www.irvineha.co.uk

Alterations and improvements

You will need our permission before fitting electrical and gas appliances, carrying out internal wall alterations and extensions, fitting tiles, wooden or laminate flooring, showers or satellite dishes. We may also ask you to undertake an asbestos survey.

Some of our properties are in conservation areas, which means you may also need permission from the Local Authority.

What repairs am I responsible for?

Your tenancy agreement covers the repairs and tasks you are responsible for, to keep your home in good working order. Examples of the responsibilities that we expect you to carry out are listed overleaf.

Contents Insurance

Although we insure the building, it's up to you to arrange and pay for your own home contents insurance.



Here's a quick guide to the repairs you may be responsible for.

Damage caused by you or someone in your household including:

- blocked bath, sink, shower or toilet; broken toilet seat
- mould or condensation - our asset officer will visit to check it over
- light bulbs, fluorescent tubes and starter motors.



Anything you paid for or fitted yourself, including:

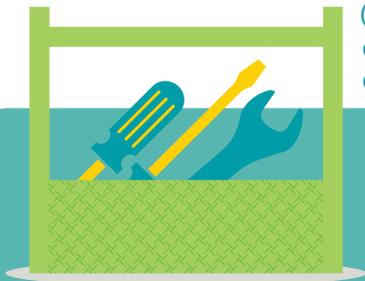
- fitting, plumbing or repairing your own appliances*
- TV aerial or satellite dish.



*For your safety, these must be approved by Irvine Housing Association before fitting, fitted to Gas Safe or NICEIC regulations – and don't forget to provide certification to us.

Décor and fixtures like:

- additional locks, catches, safety devices
- handles and latches on inside doors and cupboards; shelves and your flooring
- painting and decorating (including papering, woodwork and coving)
- minor cracks in walls or ceilings (generally smaller than the width of a £1 coin).



Replacements and testing including:

- bath panel, curtain pole, rail or track, chains and plugs within sinks and bath
- lost keys or fobs
- doorbell
- dustbin
- smoke alarm (battery powered) cleaning and testing, carbon monoxide detector cleaning and testing
- door changes to accommodate carpets (including re-fixing draught excluders), draught proofing.



Minor plumbing and electrical fixes like:

- bleeding radiators and re-lighting a pilot light
- fuse box – resetting a trip switch.



Outdoor or specialist work, including:

- vermin – individual property infestation of insects or rodents
- trees or hedges in your garden
- washing lines or rotary dryers.



If you're unsure whether or not you're responsible for a repair, please give us a call on Tel: 0345 112 6600.