

Tenant Maintenance



1. Responsibility for Repairs

Your Landlord is responsible for maintaining:

- Drains, gutters and external pipes
- Roof, chimney and chimney stack
- External walls
- External door and window sills and frames
- Pathways or other means of access to the property
- Boundary walls and fences (only if the Landlord is legally responsible, some boundaries may be the responsibility of the owners of neighbouring properties)
- Heating and hot water supply equipment
- Water, drainage, gas and electrical systems
- Baths, basins and toilets

You are responsible for:

- Keeping the property clean and in good order
- Ensuring the property is adequately heated and ventilated to try and avoid burst pipes or condensation issues
- Repairs to any fixtures or appliances at the property that belong to you
- Unblocking drains where the blockage has been caused by you
- Maintenance of the garden and boundary hedges
- Keeping windows clean both inside and out
- Minor internal repairs or replacements, such as changing light bulbs, replacing smoke alarm batteries etc
- Proper use of any fittings in the property e.g. using a provided shower curtain when bathing or running an extractor fan when cooking
- Maintenance of any appliances in the property e.g. cleaning soap drawer of the washing machine on a regular basis or ensuring the oven is cleaned on a regular basis
- You are also responsible for damage caused by neglect or misuse by you, your family or your visitors.

2. Reporting a Repair

If you have a maintenance issue during your tenancy, then first of all consult our troubleshooting guides to see if they may be able to assist you in resolving the issue quickly.

If the issue cannot be resolved, then contact our Lettings Department on 01782 594595 or by e-mail to enquiries@austerberry.co.uk to report the issue.

Please note that the timescale for the repair will depend upon the issue raised e.g. issues with heating or no power at the property will be considered urgent repairs and dealt with promptly whereas non-urgent repairs such as blocked guttering or a broken fence panel will not be considered a priority and therefore it may be a few days before a contractor is able to attend.

It is important therefore that when reporting your maintenance issue you provide us with as much information as possible regarding the problem so that we can assess the priority and respond accordingly.

We will endeavour to deal with repair as soon as possible but please note that we do not have authority to carry out repairs without the permission of your Landlord, and if quotations are requested or parts are required, then this may delay the repair. Some landlords carry out their own repairs and unfortunately there may be times where we have no control over when a landlord will attend to a repair but we will always do our best to ensure this is done as quickly as possible.

3. Access to Carry Out Repairs

If you are willing to allow contractors access whilst you are not present in the property, we will ask you if we may give keys to them. This is a service which Austerberry offers as a convenience to tenants. It is ultimately the tenant's responsibility to allow access or be available to allow access for any repairs to be carried out in the property.

If you have agreed to be at home to give a contractor access to carry out a repair or to take delivery of an item, but are not there when they call, you will be charged for the call out.

If a repair is due to tenant negligence or misuse, the tenant will be required to pay the cost of this at the time or pay the contractors invoice directly. Any such outstanding charges will be deducted from deposit at the end of the tenancy.

4. Out of Hours Emergencies

If your maintenance issue is an emergency e.g. something which could result in damage to the property if left unattended such as a burst pipe causing a large escape of water, a broken window/door causing the property to be unsecure or an electrical issue where there is a concern for safety and you are not able to make contact with the office to report the repair, then in those circumstances you may instruct a suitable contractor to attend the make the necessary repair.

You will need to contact us as soon as possible to advise of the repair and then provide us with the invoice for this work so we can submit it to the Landlord for payment.

Please note that an appliance breakdown or a problem with the central heating are not regarded as emergencies and if upon review of the contractor's invoice we do not consider the repair to fall under the classification of an emergency, then you will be asked to pay this invoice yourself.