

Tenant recharges

If a repair is your responsibility and you ask us to do it for you, we will not order our contractors to do it until you have paid us in full. It may be cheaper for you to get your own contractors to do the work.

Sometimes we have to repair things that are not our responsibility. For example, if you leave your bath running and it brings the ceiling down, it's your responsibility to fix it. However, Unity might have to repair it quickly because of health & safety. You are still responsible for the cost and will have to pay us back. We call this a *tenant recharge*.

If our property is damaged because you have failed to report a repair (for example a water leak damages our woodwork over time), you may have to pay for putting it right.

Before we recharge work to you, we will let you know how much it will cost and will give you the chance to repair it yourself. We will offer you the opportunity to repay us in affordable instalments. If you refuse to pay, we will not transfer you to another home or give you a good tenant reference.

Protect yourself - get insured

Accidents happen. Children let baths over-run, pipes burst in winter, doors get put through, windows get broken. To protect yourself from the cost of repairing this kind of damage, you need to get insurance.

Ask us to send you **our free, no-obligation home insurance pack**, especially designed for tenants. We make no profit from it and recommend you get other quotes to get the best deal for you.

CASAC Check Point for contractors

If you need to get some work done, but don't know a reliable contractor, call CASAC on **0870 013 2727**. They have a register of reliable, honest contractors.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



Tenant repairs



**Being responsible for
your own home, and
making it your own**

**Leaflet 06
Version 2 - Sept 2009**

Tenant repairs and improvements

When you move into one of our houses, it isn't just Unity's property - it's your home. There are some things that we expect you to do yourself, and we expect that you will want to change some things to make it your own.

You may have the *'Right to Compensation'* if you make certain improvements to your home, e.g. fit a new kitchen or bathroom with our permission. See your *Tenants Handbook* for more information. Please ask us for a copy if you do not have our latest (June 2007).

Maintaining your home

If you look after your home with some simple DIY, you'll avoid problems like kitchen cupboard doors falling off or door locks not working. This is the kind of regular maintenance we expect you to do.

- **Oil door and window locks.** Do this about once a year - a quick squirt of WD40 or 3-in-1 oil, available from hardware shops and DIY stores.
- **Tighten screws** on kitchen cupboard doors and door handles. If you're not sure how, ask one of our maintenance officers to come and show you.
- **Clean extractor fans.** Use the soft attachment on your vacuum cleaner to Hoover out the dust. Wipe off any grease with a damp cloth and a bit of washing up liquid.
- **Remove weed trees** from around your home.

Your repair responsibilities

We expect you to treat our property as your home and to report any repairs to us promptly. In return, we should fix them promptly (see our leaflet *'Repairs'* or your *Tenants Handbook* for more information).

This is what we expect you to do.

- Make sure that everyone in your home treats it carefully and with respect.
- Get contents insurance in case of accidents.
- Keep your home clean and garden tidy.
- Decorate the inside regularly. We will repaint the outside of your home for you regularly.
- Fill small cracks and holes in plaster.
- Replace light bulbs, fluorescent tubes and strip-light starters.
- Pay your own locksmith for lost or stolen keys.
- Trim internal doors to fit over your carpet.
- Unblock sinks, waste pipes and toilets if it's your fault that they are blocked.
- Repair your own fixtures and fittings, or those that were 'gifted' to you when you moved in.
- Deal with infestations of insects or rodents and pay for professional treatment if needed. The council will treat rats for free - call them on **(0113) 222 4444**.
- Repair anything that has broken because someone in your household damaged it or allowed it to be damaged through neglect.

Making your own improvements

A lot of people don't realise that they have to get Unity's permission to do a lot of DIY jobs in their home. We're not being over-protective - we're trying to protect future tenants, who may not want to live with your changes.

Think ahead - do you want to have to take your improvement out when you move? If it's good quality, we may let you leave it for the next tenant. However, if it's poor quality or an acquired taste, we will ask you to remove it and pay to put it right.

You don't need permission to...

- Put up shelves or pictures. Please take them down and fill in any holes when you move.
- Plant flowers or small shrubs (as long as you don't share your garden with other tenants).
- Put up curtain rails or blinds.

You do need permission to...

- Replace doors, tiles or light fittings.
- Get satellite or cable installed.
- Put in laminate flooring or fitted wardrobes.
- Put up new fencing or window leading.
- Build a shed, lean-to or conservatory.
- Lay paving, decking or a parking area.
- Fit a burglar alarm or shower.
- Replace any of Unity's fittings (e.g. taps, fires).
- Do any structural work.

If you want to do something that isn't on the above list, check with us before you do the work, just in case.

To get permission, please write to us, giving as much information as possible about what you want to do. If you're not confident at writing, speak to our staff, who will write down a statement for you. We will let you know within 10 working days.

Frequently asked questions

Q: We put a hole in the bedroom door when we were moving furniture - will you fix it?

A: Sorry, but no. You will have to replace it yourself, or fill and redecorate it so it looks as good as before.

Q: Can I decorate my home as I like?

A: Yes, as long as it's easy for the next tenant to decorate it how they want too. Please don't glue dado rails or coving to walls, as they leave glue behind or damage the plaster when removed. Don't use Artex or ceiling tiles and **never paint gas fires**.