



## OTHA Tenant Information Leaflet

### Repairs Responsibilities

This leaflet tells you about how responsibility for maintaining your home is split between you and OTHA.

This leaflet can be made available in large print, on tape or in an alternative language or format on request.

Both you, as the tenant, and OTHA share responsibility for looking after your home. More details of the split of responsibilities are given below. Your tenancy agreement and Tenants Handbook also give details. You can discuss who is responsible for any repair with the staff on the repairs line if you are unsure.

Some common repairs involve other owners. In a small number of cases, OTHA owns property in buildings that we do not factor. In these cases, the factor may be responsible for carrying out common repairs although OTHA will pay their share of the cost.

#### **OTHA's Responsibilities**

OTHA has a legal responsibility to keep the property wind and watertight and reasonably fit for human habitation. We are responsible for making good decoration where works have been required to keep the property wind and water tight under Schedule 4 of the Housing (Scotland) Act 2001.

We must maintain the structure of the building, external brickwork, masonry, render and wood cladding. We also are responsible for the repair of roofs, all gutters, down pipes, external doors, windows, sash cords, window cills, window catches, window frames, and all other external woodwork including external painting and decoration.

We maintain our fixtures and fittings including wardrobes, kitchen units, draining boards and worktops. We replace toilets, baths and sinks, sink traps and taps, tap washers, wash hand basins and WC basins where needed and this is due to fair wear, tear and/or age. We repair all cold feed cisterns, hot water cylinders, WC cisterns, back boilers, taps, valves and piping.

We carry out repairs to all divisional and boundary fences erected by OTHA, all communal footpaths owned by OTHA where not adopted by the Council, pathways, steps or other means of access, handrails, balustrades & clothes poles. We clear all external choked drains & traps. Where there are integral garages and stores, we maintain them. We replace communal refuse bins and maintain communal gardens or landscaping.

We repair doors, handles, locks, cylinder locks and keys, but not where the damage has been caused as a result of lost keys. We renew draught excluders on external doors and windows where we deem them necessary. We are responsible for all floors, skirting, door facings, & window facings.

We repair of all parts of the electrical installations outside the meter, i.e. wiring ceiling lights, light switches, power points, cooker control units, night storage heaters and immersion water heaters.

We carry out the repair and servicing of gas central heating appliances and fires installed by OTHA. We repair fireplaces, electric heating and fires if provided by OTHA. Gas piping between the meter and the cooker is repaired where this is considered necessary.

We repair all plasterwork (except minor cracks).

We make good damage caused by acts of vandalism or criminal activity (such as broken glass) provided they have been notified to the Police within 24 hours of occurring or as soon as is reasonably practicable. We need the incident number obtained from the Police to make an insurance claim.

### **Your Responsibilities**

You are responsible for attempting to solve minor problems to keep your home in a reasonable condition and for the contents & decoration of your home. You should take out contents insurance to cover your belongings, decoration and floor coverings.

You are responsible for: -

Repairing any damage caused wilfully or negligently by you, anyone living with you or a visitor to your house. You are responsible for repairs necessary due to forced entry or broken glass, unless a police report has been made and an incident number provided.

If you lose your keys, you are responsible for the costs involved in forcing entry and changing locks.

In the event of fire, storm or flood, you are responsible for your own furnishings and possessions. OTHA will make good decoration, but only to a lettable standard – decoration above this level should be covered by your contents insurance.

You are responsible for maintaining internal decoration including wall tiles and fire surrounds. Floor tiles and coverings (including any extra costs relating to you having fitted laminate floors) are your responsibility. Adapting a door to accommodate carpets is down to you. Where we have fitted a shower and tiled the splashback area as a result, we will maintain the tiles.

You are responsible for internal pass doors where repairs are not due to fair wear and tear, including the repair or renewal of all door handles, ball/roller catches and the bathroom door lock. Small items like hat and coat hooks and cupboard shelving are down to you as is maintaining your door bell unless we fitted it.

WC pan seats, stoppers and chains for a sink or bath are your responsibility. Usually chokes and damage to sinks, wash hand basins, tubs and baths and WC pans are deemed to be your responsibility unless clearly you or your family did not cause the problem.

You will replace fuses for your appliances, and maintain plugs, lampshades and bulbs, including fluorescent tubes and starters. Renewing the smoke or carbon monoxide alarm battery is your responsibility.

You need to maintain the garden (as long as it is not communal); keeping paths and access areas tidy including dustbin and refuse areas. Rotary driers & clotheslines are your responsibility as is replacement of your own refuse bin.

Taking reasonable precautions to prevent damage to the property by fire, frost, the bursting of water pipes or the blocking of drains, and clearing any sink blockages. You will be responsible for the cost of any repairs if you don't.

Bleeding radiators is normally the tenant's responsibility. However, you should not bleed radiators if you have a combination boiler so contact the repair line for advice if you are not sure.

If you carry out an alteration with our consent, you are responsible for maintaining it unless we have specifically agreed to take this over. It is usually a specific condition of OTHA's consent that you continue to maintain the alteration. Unauthorised alterations are entirely your responsibility and you may be asked to remove or reinstate any that you carry out.