

## LEASEHOLD PROPERTY-SERVICE COMMITMENTS

### THE CARE AND REPAIR OF LEASEHOLD PROPERTY

It is both in your interest as a leaseholder and Trent & Dove Housing interest as freeholder to ensure your home is properly maintained and that any communal parts to the flat are cleaned and well maintained.

The following information is for your guidance to enable you to live comfortably in your home. It sets out who is responsible for repair and maintenance and how recharging will take place. **Please remember your lease legally defines this position. It is well worth looking at clause 2(14) of your lease which explains what costs can be recharged back to you.**

It also provides you with information on what to do when a repair is required and contacts so that you know the matter is being reported to the right place.

Contractors employed by Trent & Dove Housing will undertake repairs. Most repairs will be carried out as quickly as possible, others because of what will be required will take a little longer to complete.

We will investigate, consult with you and decide on an appropriate action before a repair is carried out and where the cost of the repair exceeds £1000 we will enter into detailed consultations with you and other parties to ensure you are satisfied with the proposals.

### WHO IS RESPONSIBLE FOR WHAT?

The list is not meant to be an exhaustive one but a useful guide for you.

#### **Your Responsibilities**

All internal items

This would include:

- The window including the glazing (but not the window frame)
- The ceilings (but not the joists, beams or concrete floors)
- All internal doors
- All plaster and other surfaces to all floors, walls and ceilings in your home
- The entrance door to your home (although the door frame is Trent & Dove Housing responsibility)
- Any water tank serving your home alone. If the tank is a communal tank then Trent & Dove Housing will repair it
- All plumbing and electrical services in your home
- All fixtures and fittings including gas and electrical appliances in you home unless they are Trent & Dove Housing's and serve other dwellings in the block
- All internal decoration

<b>Trent &amp; Dove Housing Responsibilities</b>	<b>Are Trent &amp; Dove Housing responsibilities Rechargeable Work?</b>
<p>Structural parts of the building which would include:</p> <ul style="list-style-type: none"> <li>-Foundations</li> <li>-Walls</li> <li>-Roof</li> <li>-Floor joists</li> <li>-Roof timbers</li> <li>-Window frames</li> <li>-Rainwater pipes / gutters</li> <li>-Stairways</li> <li>-Chimney flues or similar structures</li> <li>-Communal areas (stairways etc.) and pathways which are not in your leased area</li> <li>-Landlords electrical services</li> </ul> <p>Other items of repair/ maintenance will include:</p> <ul style="list-style-type: none"> <li>-Painting all usual areas</li> <li>-Washing and drying areas if available</li> <li>-TV aerial and equipment to the block</li> <li>-Parking areas if available</li> <li>-Maintenance to refuse chutes</li> <li>-Drainage unblocking</li> </ul>	<p>Yes.</p> <p>Where the cost is shared with another dwelling you are responsible for an appropriate share of the cost.</p> <p>At present we will bill you when a repair is required. In future we hope to have a proactive looking repair plan for leasehold property which will charge advance sums to cover expected and planned future repair expenditure. This will allow you to budget better for larger future repair bills.</p> <p>Yes, this will be recharged if the service is provided. At present we are recharging for painting on an annual basis which will be undertaken once every five years.</p>
<p>Other Services which the landlord <b>may</b> provide:</p> <ul style="list-style-type: none"> <li>-Window cleaning</li> <li>-Laundry which will include the repair and all running costs</li> <li>-Communal lighting</li> <li>-Grounds maintenance</li> </ul>	<p>Yes, if provided.</p> <p>It will be recharged on an apportioned basis.</p>
<p>Insurance Trent &amp; Dove Housing arrange this</p>	<p>Yes it is recharged</p>

It is the aim of Trent & Dove Housing to provide an excellent repairs service to our leasehold customers, to meet its obligations that are defined above.

The below information will be of help to you and help us provide this service. Please report all repairs during normal office hours to your local area housing office. The numbers are:

<b>Burton</b>	Trinity Square, Horninglow Street, Burton	01283 528528
<b>Uttoxeter</b>	11 Bradley Street Uttoxeter	01889 561870

When reporting the repair please provide the following information:

- Your name, full address and telephone number
- Give as much details about the repair
- If access is required when you are normally at home
- Whether the repair has been reported before

**Also:**

- If there are any special access arrangements let us know.
- If your contact details change please try and let us know.
- If the repair is an emergency repair please explain this at the time of reporting.

Outside office hours, or whenever our offices are closed you can still report emergency repairs using the main office telephone number at:

**01283 528528.**

Additionally, you can also request routine, **non-emergency**, repairs on-line from our website at; [www.trentanddove.org](http://www.trentanddove.org) and use the link to Housecall.

**PLEASE NOTE, THIS WEB SERVICE MUST NOT BE USED  
FOR EMERGENCY REPAIR REQUESTS.**

Please remember emergency repairs are more expensive than routine repairs and therefore your service charges will be higher if emergency repairs are required.