

Responsive repairs responsibilities

Our aim is to provide every customer with a home they can be proud of.

We'll make sure your home is safe, secure and weatherproof. We'll keep the fixtures and fittings for your water, gas, electricity, heating and sanitation in good working order. We'll also look after communal areas, outside spaces and shared facilities where we're responsible for them. If your tenancy or lease says something different, we'll provide the repair service set out in your agreement.

Looking after your home is a shared responsibility. We ask you to take care of your home, report repairs as soon as possible and do what you reasonably can to prevent avoidable damage. This helps us keep homes safe and in good condition for everyone.

If a repair or damage is your responsibility, you may be charged for the cost of putting it right.

Repair responsibilities include the following (room by room):

Gardens

Repair	YH responsibility	Customer responsibility
Garden walls if built by YH	Yes	No
Front and boundary fencing and gates	Yes	No
Dividing and rear fencing (unless it leads directly to a hazard that poses a direct risk to life)	No	Yes
Pathways and steps providing main access to the front or back door	Yes	No
Paved areas that don't provide access to the property	No	Yes
Garden maintenance including flooded gardens (except following an underground leak)	No	Yes

Washing lines and posts (except on schemes)	No	Yes
Replacement or repairs to sheds	No	Yes

Garages and outbuildings

Repair	YH responsibility	Customer responsibility
All maintenance if provided at point of tenancy	Yes	No
Locked out of garage	No	Yes
Providing additional keys	No	Yes

External walls and canopies

Repair	YH responsibility	Customer responsibility
External walls and rendering	Yes	No
Foundations	Yes	No
Over door canopies if provided at point tenancy	Yes	No

Communal areas

Repair	YH responsibility	Customer responsibility
Dustbins and removal of household waste	No	Yes
Communal services such as lifts, rubbish chutes and communal TV aerials	Yes	No
Replacement or additional key fobs for door entry systems	No	Yes
Door entry systems	Yes	No
Driveways provided at point of tenancy	Yes	No
Driveways installed by customer	No	Yes

Roofs

Repair	YH responsibility	Customer responsibility
All roof works including chimney stacks, fascias and soffits	Yes	No

Windows and doors

Repair	YH responsibility	Customer responsibility
All frames, external sills, ironmongery and locks if damage is fair wear and tear	Yes	No
Damage caused by misuse including accidental damage or painting	No	Yes
Damaged glazing	No	Yes
Security chains, key safes and spy holes	No	Yes
Internal windowsills (unless affected by wood rot)	No	Yes
External doors, frames, locks, ironmongery and thresholds	Yes	No
Internal doors (excluding ironmongery)	No	Yes
Additional locks	No	Yes
New or replacement keys	No	Yes
Locked out of property	No	Yes

Drainage

Repair	YH responsibility	Customer responsibility
Gutters, soil and vent pipes	Yes	No
Clearing drain gulleys	Yes	No
Blocked drains affecting one property	Yes	Customers will be recharged if the blockage was avoidable

		(such as flushed wet wipes)
Blocked drains affecting more than one property	Refer Yorkshire Water	No
Inspection chambers (manholes)	Yes	No

Property walls

Repair	YH responsibility	Customer responsibility
Structural walls inside the property	Yes	No
Minor repairs to plasterwork such as hairline cracks or holes (5mm/width of a pound coin) advise customer to fill	No	Yes
Larger plaster works	Yes	No
Wall tiles – we will match as closely as possible where damage is due to fair wear and tear	Yes	No
Skirting boards, picture rails and wooden fixtures (unless affected by wood rot)	No	Yes

Floors

Repair	YH responsibility	Customer responsibility
Concrete floors	Yes	No
Floorboards and joists	Yes	No
Wet room floor	Yes	Rechargeable if avoidable
All floor coverings (except wet room floors)	No	Yes

Fireplace

Repair	YH responsibility	Customer responsibility
Any fireplace provided by YH	Yes	No

Staircase

Repair	YH responsibility	Customer responsibility
Staircase, banisters and handrails	Yes	No

Bathroom

Repair	YH responsibility	Customer responsibility
Bath panels from fair wear and tear	Yes	No
Airing cupboard shelving (unless affected by wood rot)	No	Yes
Internal pipework and boxing in	Yes	No

Kitchen

Repair	YH responsibility	Customer responsibility
Cupboards, drawers, worktops, door catches, hinges and handles where damage is fair wear and tear – we'll match as closely as possible but identical matches aren't always possible due to some kitchen items being obsolete	Yes	No
Painted, wrapped or amended surfaces	No	Yes
Cookers, ovens, hobs and white goods (unless provided as part of the tenancy)	No	Yes

Plumbing

Repair	YH responsibility	Customer responsibility
Water pipes (from boundary stop tap), overflow pipes and water tanks	Yes	No
Blocked toilets, sinks, baths and hand basin waterpipes where the customer has attempted to	Yes	Customers will be recharged if

clear in the first instance		the blockage was avoidable (such as flushed wet wipes)
Taps, stop taps and wheel valves	Yes	No
Sink units and hand basins (unless damaged)	Yes	No
Toilet flushing mechanism	Yes	No
Toilet seats – YH will provide at point of tenancy only	No	Yes
Bath and shower trays where supplied by YH	Yes	No
Sink, bath plugs and chains	No	Yes
Bath and sink seals	Yes	No

Gas

Repair	YH responsibility	Customer responsibility
Gas supply and meter	No	Customer must liaise with their supplier
Gas meter box	Yes	No
Gas boiler	Yes	No
Gas pipework after meter	Yes	No
Annual gas service	Yes	No
Gas fire	Yes	No
Top up boiler pressure	No	Yes
Bleeding radiators	No	Yes
Gas water heaters	Yes	No
Radiator valves, thermostats and timeclocks	Yes	No

Other heating sources

Repair	YH responsibility	Customer responsibility
Heat pumps, heat exchange units, district heating and solar panels	Yes	No

Electrical items

Repair	YH responsibility	Customer responsibility
Customer appliances including plugs	No	Yes
All electrical wiring and accessories, such as sockets and switches provided by YH - fuse box, storage heaters, extractor fans, immersion heaters and showers	Yes	Customers will be recharged if they have installed their own accessories that have caused the need for repair
Smoke and carbon dioxide alarms	Yes	No

Adaptations

Repair	YH responsibility	Customer responsibility
Approved property adaptations	Yes	No

Energy efficiency

Repair	YH responsibility	Customer responsibility
Hot water cylinder jackets (YH will provide at point of tenancy)	No	Yes
Light bulbs	YH will attend if specialist access is required	Yes
Loft installation	Yes	No

Pests (vermin, insects, ants, bees & wasps)

Repair	YH responsibility	Customer responsibility
Infestation at single property	No	Yes (please refer to your local authority)
Infestation at multiple properties/communal areas	Yes	No

Decoration

Repair	YH responsibility	Customer responsibility
Full decoration in every room* (nicotine damage/staining will be considered rechargeable)	No	Yes

*If your decoration is damaged while we carry out a repair that is our responsibility, we'll offer a decoration payment. The payment will be based on the set values in the table below.

Decoration compensation values

Room	Value
Living room	£60
Kitchen	£60
Stairs and landing	£80
Master bedroom	£60
All other rooms	£40