

## Tenant Handbook – Summary of Changes

*Red are the changes, blue are to be removed.*

### Overall Statement

The repairs service aims to repair/make safe any components in the property that are damaged or broken, where a repair cannot be carried out, we may do a like for like replacement. When an improvement/upgrade is necessary this will be carried out on a planned investment approach through our capital investment team.

The service also carries out cyclical maintenance periodically to ensure health and safety, of our customers and to prolong the life of the building component and avoid potential additional repairs or a complete breakdown.

### Who is Responsible

You must keep your property clean, tidy and in good condition. This includes fixtures and fittings.

Do not leave items in the communal areas that are flammable or may cause obstruction (E.g. tables, chairs, mobility scooters etc).

When you end a tenancy, you may incur costs if the property is not left in ~~a desired manner~~ **the lettable standard**.

You can find out more about this in your tenancy conditions.

Below is a guide of responsibilities. This is not an exhaustive list however if you are unsure please contact 0121 569 6000.

Inside your home

#### **The council is responsible for:**

- floorboards, joists, concrete floors, floor tiles, skirting boards and architrave **if fitted by the SMBC**
- staircases, bannisters and handrails
- ~~Major~~ plastering work **(but does not include hairline cracks)**
- plastic vents
- wall tiles, **PVC wall sheets** (only if fitted by the council)
- **repairs to an adaptation made to a property for a disabled person**

#### **A tenant is responsible for:**

- decorating (including **plaster** patching and preparation of woodwork) ~~artex~~
- floor coverings, **laminare** and carpets including **the removal/replacement for SMBC to carry out works required**
- **adjustment to the internal doors after fitting floor coverings**
- chimney sweeping
- **hat and coat hooks**

the council is only responsible for wear and tear or product failure, damage caused tenants or visitors to the property may be recharged as per the rechargeable policy

## Kitchens

### The council is responsible for:

- ~~kitchen cupboards and cupboard drawers (cupboards beyond repair will be replaced, but not necessarily to match existing units)~~
- Kitchen doors/drawer fronts. These may be replaced if required (but not necessarily to match existing colours).
- worktops (worktops beyond repair will be replaced but not necessarily to match existing worktops).

### A tenant is responsible for:

- kitchen cupboard hinges, catches and handles.

## Bathrooms and plumbing

### The council is responsible for:

- all hot and cold water pipes, tanks and overflows
- a blocked toilet, sink or bath
- all taps, stop taps and valves
- ~~damage to~~ toilets, baths and hand basins
- showers and shower trays (only if fitted by the council)
- bath panels ~~and boxing in pipework (only if fitted by the council).~~
- Replacement lagging of tanks and pipes
- sealant around basins/sink

### The tenant is responsible for:

- toilet seats
- sink plugs and chains
- ~~tap washers~~
- ~~lagging of tanks and pipes~~
- ~~sealant around basins/sinks~~
- slatted shelves in an airing cupboard.

## Windows and doors

### The council is responsible for:

- doors, locks and handles
- window frames
- window sills
- glass in windows and doors when damaged by criminal damage and reported to the police (you will need to provide a crime reference number)

- entrance doors and door frames
- entrance door locks and fittings (wear and tear only)
- door entry systems
- fixed draft excluders
- ~~window catches and other window fittings~~

**A tenant is responsible for:**

- ~~window catches and other window fittings~~
- glass broken not through criminal damage
- extra door or window locks
- ~~security doors, chains and spyholes~~

*Gas*

**The council is responsible for:**

- pipework
- radiators, valves, heating controls ~~time clocks and thermostats~~
- boilers
- cooker (only if owned by the council)

**A tenant is responsible for:**

- the gas meter and supply **via the utility supplier**
- disconnection or reconnection of a cooker not owned by the council.  
**Responsible for their own gas appliances.**

*Electrics*

**The council is responsible for:**

- wiring, sockets, and light fittings (only if fitted by the council)
- wired in smoke alarms/**Carbon monoxide/heat alarm**
- fuse box (also called a consumer unit)
- storage heaters (only if owned by the council)
- fires (only if owned by the council)
- cookers (only if owned by the council)
- extractor fans
- immersion heaters
- **council owned electric vehicle chargers (EV)**
- **council owned photovoltaic system (Solar panels)**

**The tenant is responsible for:**

- independent smoke alarms (battery operated)
- pull cord strings
- electric meter and supply
- disconnection or reconnection of a cooker not owned by the council

## Outside your home

### The council is responsible for:

- the roof structures, including tiles and slates
- chimneys
- guttering and rainwater pipes
- fascia boards, soffits and barge boards
- external walls and rendering
- foundations
- canopies over doors (only if fitted by the council)
- security lights (only if fitted by the council)
- soil pipes and fittings
- drain pipes and gulleys
- external blocked drains serving a single property (otherwise contact severn trent)
- inspection chambers
- communal areas including foyers, stairs and lifts

## Gardens and garages

### The council is responsible for:

- privacy panel fencing (only if fitted by the council) (first panel from the property in rear garden)
- Fencing onto communal areas
- front or back gates (only if fitted by the council)
- a garage or outbuilding owned by the council.
- paving – (Path and slabs 2 Meter wide from highway pavement to front door and 2 slab around the)

### A tenant is responsible for:

- general maintaining of the garden
- maintenance of tree's and shrubbery
- fencing between gardens not fitted by the council (unless next to a public footpath)
- driveways or hardstanding areas for parking
- replacement padlocks on garage doors
- Paving other than described above
- Sheds and garden buildings

## Gaining entry to your property

If you are locked out, have lost your keys or require a replacement lock (we can help you but a charge will apply). If you are a victim of crime (you will need to provide a crime reference number). Please refer to [Rechargeable Repairs Policy](#) for more information.

## Repairs Timescales

On timescales the following changes have been made.

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### **Emergency 24 hours**

Previous version stated No electricity – changed to **Full loss of power isolated to your property.**

Previous version stated 'No heating hot water -31<sup>st</sup> October to 1<sup>st</sup> May' – changed to **Total loss of heating hot water between 31<sup>st</sup> October to 1<sup>st</sup> May**

Previous version stated 'Burst pipe' – changed to **Uncontrollable water leak.**

Previous version stated 'Front and back door secure/also boarding up window or door', replaced with **Property not secure.**

~~Leaking roof removed (it is stated in the rest of the handbook 7 working days) –~~  
above change 3 - Uncontrollable water leak will pick this up

Previous version stated blocked drain, replaced with **Sewage overflowing into your property**

### **Urgent 3 working days**

Removed the following:

- ~~• Taps that cannot be turned – (picked up in uncontrollable water leak)~~
- ~~• Glass replacement (where security is affected) (already picked up in 24 hours) property not secure~~

Low 25 working days – change to **'Priority repairs'** – This will be remedial work from HHSRS and HDR

Planned (Large non urgent repairs) 40 Days - changed to **'Routine' with 90 Days**

- Previous version stated - Privacy fencing – changed to **first panel from the property in rear garden**
- Previous version stated – Slabs – changed to **Path and slabs 2 Meter wide from highway pavement to front door and 2 slab around the property**

### **Cyclical**

*Statement changed – (highlighted add on below)*

This is when work is carried out periodically to ensure your safety and prolong the life of the building component and avoid either expensive repairs or a complete breakdown.

### **Update of wording for the following**

States Gas safety check **added to the side landlords gas safety record (LGSR)**

States Electrical safety check – **added to side Domestic electrical installation condition report (DEICR)**

### **Repair timescales**

Emergency (High) 24 actual hours (not 1 working day)

Urgent (Medium) 3 Working days – No change

~~Non-urgent (Low)~~ Change to **Priority repairs** – This will be remedial work from HHSRS and HDR – 25 working days

~~Planned - 40 Working Days~~ - Change to **Routine** with 90 Days)

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