

Repairs handbook



Important information for tenants



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Customer Involvement Panel

The role of the Customer Involvement Panel is an important one: we are the customer voice, helping to shape Wolverhampton Homes' service and delivery across the city.

The panel includes both tenants and leaseholders and we work with Wolverhampton Homes teams to gain an in-depth understanding of how the organisation operates, always looking from the customer perspective and making suggestions how we can improve services.

We're never afraid to challenge and recommend new approaches, and I'm pleased to say WH takes these suggestions on board.

WH also takes the time to explain the operational challenges and help us find solutions.

It is a truly collaborative approach and

fully reflects Wolverhampton Homes' values.

The panel has worked with WH to ensure this new repairs handbook is fair and transparent. It sets out, in an easy guide, our responsibilities as tenants and those of the landlord.

It also provides helpful advice and guidance to look after your home and keep your family safe. I hope you find it useful.

We are always looking for new members to join the Customer Involvement Panel and I would encourage customers to become involved.

**If you would like to find out more information, please contact:
WHSbusinessassurance@
wolverhamptonhomes.org.uk**

Gemma, CIP panel member

Director of Property Services

At Wolverhampton Homes, we are committed to providing a high-quality and efficient repairs service that meet the needs of our customers.

Our priorities are ensuring your home and neighbourhood are safe and secure. We do this by listening to you, the customer.

Whether this is through the repairs and maintenance survey, the Customer Involvement Panel or the Tenant Satisfaction Measures, which provide invaluable feedback on our services, your voice matters. This handbook helps to explain your responsibilities as a tenant, as well as the responsibility of your landlord. I hope you find it helpful.



Ian Gardner

Introduction

This handbook is designed to provide you with useful information about your repair service.

It is important you retain this booklet and refer to it with your tenancy conditions and service standards.

This book will:

- Explain your responsibilities as a tenant and the responsibility of your landlord, the City of Wolverhampton Council, and Wolverhampton Homes, its managing agent.
- Explain the items that Wolverhampton Homes maintains and the items that are the responsibility of the tenant.
- Tell you how to report a repair.
- Provide you with advice on how you can maintain your home.



How to Report a Repair

You can report your fault several ways:

- Telephone: 01902 556789

- [My Account app](#)



- Online: [www.wolverhamptonhomes.org.uk/contact us](http://www.wolverhamptonhomes.org.uk/contact-us)

If you are unsure who is responsible for a repair or you need further help, please contact Wolverhampton Homes by phone or speak with your Tenancy and Leasehold Officer.

If you have difficulty using the phone to report a repair, you can use the My Account app or you can contact us via our website or our contact form.



Tenants' responsibilities

- To keep your home clean and in good condition.
- To prevent damage through neglect or misuse.
- To carry out minor (small in nature and low in value) repairs and replacements.
- To redecorate your home as often as required.
- To keep gardens and communal areas tidy and free of rubbish.
- To discourage pests by leaving out food, feeding them, or throwing out scraps for them to eat.
- To insure your own possessions. Wolverhampton Homes recommends tenants take out home contents insurance.
- To report repairs promptly and allow access to carry the work and any servicing, such as gas servicing.
- To report any criminal damage or vandalism to the police.
- To ask permission before carrying out any home improvement work. Complete this online [Tenant Improvement Request form](#). We will not maintain tenant improvements.



When Moving Home

You must:

- **Ensure all rooms, your loft, gardens, outbuildings, and cellars have been cleared of items not supplied as part of the tenancy and are left tidy.**
- **Report any repairs and damages to property. You will be recharged for any damage caused by wilful neglect or items that are the tenants' responsibility to maintain.**



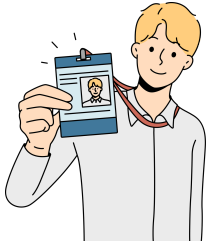
Properties will be inspected as part of the moving process.

How to contact us

You can contact us several ways to report repairs or make enquiries regarding an existing repair or planned improvements to your home. These include:

- Telephone
- My Account app,
- Email
- Via your trusted advocate, if we have your consent.

Security



Before you allow anyone access to your home you should insist on seeing their Identification Card. All Wolverhampton Homes employees and its approved contractors are issued with identity cards.

You must let us know as soon as possible if you cannot keep the appointment for our team to visit your home. Just call us on 01902 556789.

Tenant satisfaction

We are committed to improving the services we provide to you. We work hard to get things right, but we know there is often room for improvement.

By asking you what you think, we can identify where we could do better and take the necessary steps.

Vulnerable Occupants

We class a person as “vulnerable” if their physical or mental health could suffer if works or repairs were not completed, and it could result in them being unable to remain in their home.

We will make reasonable adjustments to our normal service standards, where a delay would put them at greater risk because of their underlying condition(s).

Please keep Wolverhampton Homes informed of any changes to any personal circumstances or health that could affect you or a family member’s vulnerability.

Chargeable Repairs

We will charge for any repair caused due to wilful neglect deliberate damage

For more details about this, please contact us in the same way you would report a repair.

If you provide inaccurate or fraudulent information requesting a repair, we may charge for the repair or visit.

This includes knowingly providing inaccurate or misleading information for a repair to be treated as an emergency repair.

Service standards & timescales

Service standards and timescales only apply to repairs under the Landlord's control, i.e. excluding issues relating to private properties that may affect a customer's home, neighbours, utility or telecoms providers, statutory authorities, etc. Requests for repairs that are the Landlord's responsibility are prioritised as:

Emergency repairs



These are repairs that create an immediate health and safety risk and/or a serious inconvenience to you, your neighbours or the public or if serious damage to the property is likely.

Emergency repairs are attended to within 24 hours, but most service requests will receive a same-day response and will be prioritised based on risk and occupants' vulnerability.

Routine repairs

Routine repairs are day-to-day repairs that do not present an immediate health and safety issue for you.

We aim to complete all routine repairs within 20 working days with a pre-agreed appointment.

These will normally be started and completed the same working day. However, additional visits may be required and we will advise you of the relevant timescales, based on the scope of work or materials required.

Programmed repairs

These are larger repairs that normally require renewal of existing major components, but they are delivered on a batched and programmed manner to improve efficiency and workforce planning.

We aim to complete programmed repairs within 90 calendar days from the property inspection.

Demand-led replacement programmes

Some repair requests may identify components that have reached the end of their economic life and require complete renewal, such as kitchens, bathrooms, plastering to complete rooms, joinery, heating systems, or paving.

In these circumstances, we will advise you of the estimated timescale (where known) for the Landlord's Demand-Led Replacement (DLR) Programme to complete the required works. Timescales will vary depending on approved budgets, but your home will be maintained in accordance with minimum habitation standards. Any serious and immediate hazards will be remedied until the DLR programme(s) is completed.

Property inspections

We aim to allocate all service requests for repairs based on the information you provide us at the first point of contact.

Most repairs will receive an initial visit from a trades operative or contractor.

We may have to arrange a surveyor inspection to obtain more information or to undertake a more detailed investigation, determine the scope of the work and safely plan delivery of the works.

When an inspection is required, an appointment will normally be offered within 20 working days.



If a specialist or external surveyor is required, this may result in additional time being needed.

Non-emergency repair works orders or instructions for work will not be raised until the inspection has taken place.

Damp, mould and / or condensation (DMC)

We adopt a 'fabric first approach' and initially assume reports of dampness, water penetration and/or mould growth relate to a property related defect.

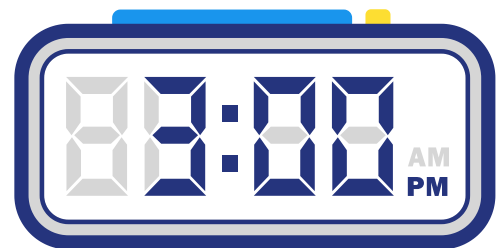
If you report dampness, water penetration and/or mould growth, and it is does not require an emergency response, i.e. burst pipes, a competent person will carry out an inspection in 10 working days.

Appointments

We offer individually agreed appointment timeslots to customers for all routine and programmed repairs and inspections, where we need access inside or to the rear of your home .

Appointments are normally offered for Monday to Friday (excluding bank holidays) for morning, afternoon, all day or all-day avoiding 'school run' slots.

If unforeseen circumstances mean we have to change the appointment, we will give you as much notice as reasonably practicable.



We also ask you to provide as much notice as possible if you need to change the appointment time.

If you are unavailable for a pre-arranged appointment or you refuse us access, we will close the repair call order and you will have to contact us to rebook the repair.

Finding a Tradesperson

If you need to find work a local tradesperson to complete any repairs that are within your responsibilities, you can find local tradespeople via the 'Approved Traders Scheme', set up by Age UK and Trading Standards.

This scheme is the City of Wolverhampton Council's list of reputable tradespeople to carry out maintenance work in your home.



These tradespeople have applied, been invited, or have been recommended by satisfied tenants. You can find details of The Fix a Home Scheme at: <https://www.wolverhampton.gov.uk/trading-standards/approved-traders-schemes>

Planned Investment Programmes

We replace major components such as kitchens, bathrooms, heating systems, windows, and roofs as part of our planned investment programmes. You will be contacted closer to the time when any works are scheduled to be undertaken.

Until the item is due for replacement, we will maintain the areas, where we have a responsibility. We 'repair' wherever possible to maintain the lifespan of the item until it is due for replacement within a planned programme.

Help with Mobility

You can request an adaptation by contacting the Council's [Independent Living Team](#).

General Alterations

If you want to make any changes (including improvements) to your home, you must first gain our permission, to ensure the proposed changes are safe and will not have any detrimental impact to you or Wolverhampton Homes. Please complete this online [Tenant Improvement Request form](#).

Failing to gain permission could mean you are charged for any replacement repair costs and/or we may ask you to return the property its original condition at your own cost. We may also take legal action against you for breach of your tenancy conditions.



General Alterations

Examples of alterations to properties include:

- Knocking down walls (inside your home or garden).
- Changing fixtures/fittings relating to water, gas, solid fuel or electricity (remember to always use qualified and accredited tradespeople for any gas or electrical work). This includes the proposed installation of your own gas fires and cookers, solid fuel open fires/log burners and Bioethanol fires. You must submit all certification to us.
- Changes to kitchen or bathroom fixtures and fittings.
- Erecting sheds/greenhouses/other structures.
- Constructing a dropped-kerb and hard standing.
- Installing CCTV.
- Erecting conservatories, porches, or decking.
- Installing external security lighting.
- External painting.
- Replacing electrical light fittings.
- installing laminate flooring (all properties).
- Installing solar/PV panels.
- Installing electric vehicle charging points.

It is not possible to list all the repairs in this handbook. If you have a repair that is not included, and you are unsure who is responsible for it, please contact us to discuss it in more detail.

Any alterations must comply with planning requirements and building regulations, where applicable, and charges may apply.

Before any alterations are made, we may require certain checks to be carried out, such as testing for the presence of asbestos.

When undertaking an alteration, you must not use any asbestos-containing material, Artex, or any similar textured coating on walls or ceilings.

It is important to note that the installation of solar PV panels may include a contractual duration of several years and there are often situations where the council can be liable for additional costs in the future.



If this is the case, a request to install solar PV panels is likely to be refused.

Permission will be refused for any alteration that we consider will make your property unsafe, or cost Wolverhampton Homes money to maintain in the future.

Building safety

Wolverhampton Homes is committed to keeping you safe in your home.

If you live in a purpose-built block, which contains flats or maisonettes, there are a range of fire safety features provided for your safety and the safety of others within the building.

These include fire doors, smoke detectors and in some locations sprinkler heads.

For these safety features to work properly, they must not be tampered with or damaged in any way.

If you identify that any of these items – either in your home or communal areas – need repairing, please report this at the earliest opportunity.



What are our responsibilities?

To ensure purpose-built blocks remain safe, we carry out regular inspections to identify if there are any fire safety risks. If there are, we arrange for the necessary remedial work to be completed within strict timeframes (this varies, dependent on the risk).

We also carry out regular maintenance and servicing of fire safety equipment, such as emergency lighting and sprinkler systems.

We make decisions on building safety matters regularly and do our best to involve the residents of each building in building safety decisions about their block.

This might include decisions on the need

to replace fire doors within the communal areas or install cladding on the building.

Legislation will often determine what safety improvements are required to the building. Where this is the case, you will be informed that this work is being planned and when it will be delivered.

Where possible, we will actively seek to involve you, so we can understand your thoughts and views.

We will use the feedback we receive to shape the service and improve outcomes.

Building safety

As our tenant, you are responsible for:

- Letting us know before you make any alterations to your home, as this may affect the structural integrity of the building or may allow fire to spread.
- You need to obtain permission before any work starts, so we can also ensure asbestos is not disturbed.
- Providing Wolverhampton Homes operatives and our contractors access to your home to carry out safety checks, fire door inspections and property condition checks.
- Reporting any damage or building safety concerns to Wolverhampton Homes, as soon as possible.
- Keeping corridors and communal areas clear and free from clutter – that means not leaving leave bicycles, scooters, prams, etc, in the corridors.
- Letting Wolverhampton Homes know if you feel that you or your dependents may struggle to evacuate the building in the event of an emergency, so we can provide advice and support.
- Familiarising yourself with the building and its fire safety guidance, including the 'stay put, unless' guidance (see below).
- Ensuring your visitors and guests are aware of the evacuation procedures, including the 'stay put, unless' guidance.

Fire – what to do

In the event of a fire, you should:

“Stay Put, Unless... it's not safe to do so”

If there is a fire in your flat or maisonette, you should leave the block by the nearest available exit, making sure to close the door behind you.

Call the fire service on 999 when you are outside and await their attendance.

If you become aware of a fire elsewhere in the building, please remain in your flat, unless you become affected by heat or smoke or the fire service tells you to evacuate.



Raising concerns

If you have any concerns about the safety of the building you live in, such as cluttered communal areas or damage to fire doors, please contact:

- Wolverhampton Homes Fire Safety team:
firesafety@wolverhamptonhomes.org.uk
- Homes Direct: 01902 556789,
- West Midlands Fire Service:
0121 380 7500 or online at
www.wmfs.net/our-services/fire-safety/#report

In an emergency, call 999 or 112

Structure

We are responsible for maintaining and repairs of:

Walls External

- Brickwork and concrete external walls and rendering (when cracked +5mm or severely crumbled).
- External wall tiles (which cause water to penetrate the property).
- Penetrative and rising damp.
- Decorate certain types of external walls (e.g., render). This shall be carried out as part of a cyclical planned programme.

Roofs

- All roofing and rainwater goods.
- Roof tiles (where causing the roof to leak).
- Chimneys, pots, caps, and cowls (when cracked +5mm or severely crumbled).
- Fascia, Soffits and Bargeboards.
- Replacing damaged loft insulation through works completed by us.
- Communal TV aerials and satellite dishes.

Floor

- Floorboards (where a trip hazard, unstable or weak).
- Floor tile / non-slip covering (kitchen and bathroom only).

Structural Defects

- Structural weakness.

Subsidence, where suspected, must be inspected by a specialist surveyor.

All cases must be reported to our insurer and only emergency work, to rectify any immediate hazards, will be carried out without the insurer's approval.



As our tenant, you are responsible for:

Walls External

- Holes caused by installation of tenant's utilities, such as satellite dishes, external lights, CCTV etc

Roofs

- TV aerials and satellite dishes, unless connected to existing communal systems.
- Ensuring lofts are kept clear of stored items.

Floor

- Floor coverings (e.g. carpets) other than in the kitchen and bathroom.
- Cracked ceramic/porcelain floor tiles. Except when in the bathroom, toilet, or kitchen and are not through wilful neglect or damage.

Structural Defects

- Seeking approval before making changes that may affect the structure of your home.

Kitchen

We are responsible for maintaining and repairs of:

Sink

- Taps (when leaking).
- Pipework (when leaking).
- Splashback sink tiles, grouting, and silicone sealant.

Appliances

- Washing machine supply and waste pipes. Not including hoses to the machine.
- Extractor fans.
- Kitchen appliance isolator switches.
- Tumble dryer vent if previously installed by the council.

Cupboards

- Base and wall units and doors (when signs of failure, deterioration or insecure). NB Replacement carcasses, door or drawer fronts will to the closest colour match if the original colour is no longer available, not all colours may therefore match.

Worktops

- Worktops (when no longer cleansable over 5% of the area).
- Grouting and silicone sealant to tiling.
- Water proofing of silicone sealant around worktops and sinks.

Other

- Kitchen flooring.



As our tenant, you are responsible for:

Sink

- Sink plugs and chains.
- Sink waste pipe blockages, caused by the tenant.
- Cleaning silicone sealants around worktops and sinks.

Appliances

- Fit or maintain cookers.
- Cooker ventilation hoods.
- Washing machine hoses.
- Tumble dryer vent and hose.

Cupboards

- Hinge fixings, drawer fronts, runners, shelves, and backs.
- Cupboard and drawer handles.
- Install additional units or increase appliance spaces.
- Plinths.

Worktops

- Scratches, stains, and burn marks.
- Cleaning grouting, tiles and silicone sealant to tiling.

Other

- Waste bins.



Bathroom

We are responsible for maintaining and repairs of:

Bath/Shower

- Bath screens (if existing to property when the tenant moves in).
- Showers that are fitted by us.
- Splashback bath/shower tiles.
- Taps (when leaking, stiff or loose).
- Water proofing of silicone sealant around baths, showers, and sinks.
- Waste and supply pipe leaks.

WC & Basin

- Loss of hot / cold-water supply.
- Taps (when leaking, stiff or loose).
- Splashback basin tiles.
- Toilet flushing mechanisms.
- Water proofing of silicone sealant.

Other

- Non-slip floor coverings.
- Council supplied shaver points.
- Extractor fans.
- Bathroom door locks.



As our tenant, you are responsible for:

Bath/Shower

- Unblock & clean waste traps
- Bath panels.
- Sink plugs and chains.
- De-scaling shower heads.
- Replacing showerheads, shower hose rails, and hoses.
- Shower screens.
- Any repairs to a shower that was installed by the tenant.
- Cleaning of silicone sealant around baths, showers, and sinks.

WC & Basin

- Unblock & clean waste traps
- Unblock WC pans
- Sink plugs and chains.
- Toilet seats, lids, and hinges.

Other

- Mirrors.
- Medicine cabinets.
- Shaver lights

Bathroom accessories (toilet roll holders, towel rails, etc.).

Plumbing & Heating



We are responsible for maintaining and repairs of:

Water

- Supply pipes (when leaking).
- Waste and supply pipes (when leaking).
- Overflow pipes (when constantly running).
- Stopcocks and valves.
- No hot water.
- Taps (when leaking, stiff or loose).
- Storage tanks and water cylinders.
- Washing machine cold water supply (with mini stop valve) and washing machine trap (when leaking).
- Showers (provided by us). Soil stacks above ground.
- Soil stacks (blockages in flats/conversion properties).
- Below ground drainage, including septic tanks (for blocks of flats / maisonettes).
- Soil stack and below-ground drainage blockages.

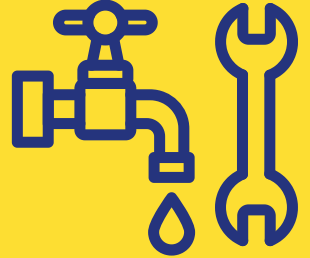
Heating & Gas

- All types of heating systems.
- Heating pipes and radiators (when leaking).
- Flues (when blocked).
- Faulty room thermostats.
- Gas fires (which will be removed if defective).
- Storage and convector heaters.
- Immersion and water heaters.

As our tenant, you are responsible for:

Water

- Low mains water pressure – should be reported to the Water Utility Supplier in the first instance.
- Any plumbing installed by the tenant, for example, external taps, washing machines, showers, etc.
- Pipework boxing.



Drainage

- Not disposing of incorrect/non-flushable items into drains and gully pots. Incorrect use may result on a charge.

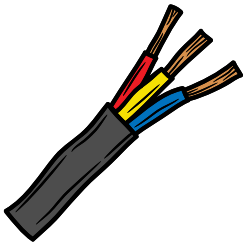
Heating & Gas

- Bleed radiators and refill water pressure.
- Fit or maintain gas cookers.
- Reporting supply faults to your energy provider.



Electrics

We are responsible for maintenance and repair of:



- Electrical wiring.
- Electrical sockets.
- Light switches and fittings.
- Shaver points (provided by us).
- Showers (provided by us).
- Extractor fans.
- Kitchen appliance isolator switches.
- Hard-wired smoke, heat, and carbon monoxide detectors.
- Hard-wired doorbells.
- Storage heaters.
- Convector heaters,
- Electric fires (provided by us).
- Electrical testing.
- Smoke alarms and carbon monoxide detectors.



As our tenant, you are responsible for:

- Replacing fuses of appliances.
- Resetting tripped fuses at the fuseboard.
- Replacing strip light starter motors.
- Replacing light bulbs, including strip-light bulbs.
- Shaver lights
- Light shades, including glass.
- Battery-operated doorbells.
- Burglar alarms.
- TV aerials, unless connected to an existing communal system.
- Utility meters. These should be reported to the utility provider.
- Tenant's own appliances, including those that we formally gifted.
- Reporting supply faults to your energy provider.

Interiors and Decoration

We are responsible for maintaining and repairs of:

- Where the condition of plaster has deteriorated and become loose through normal wear and tear. Such as when plaster has become loose from a wall over a large area.

Ceilings

- Cracked (+5mm) or severely crumbling.
- Loft hatches.

Walls Internal

- Internal walls, plasterwork, airbricks, and vents (when cracked +5mm or severely crumbled).
- Penetrative and rising damp.



As our tenant, you are responsible for:



- Cleaning inside dwellings throughout, including seals, grouting, tiles, sealants, windows, vents, and fans.
- Floor coverings – except for the bathroom and kitchen.

Ceilings

- Hair-line cracks.
- Decorating ceilings.

Walls Internal

- Hair-line cracks to internal walls, brickwork, and plaster.
- Shelving.
- Decorate internal walls.
- Skirting, dado, and picture rails.

- Decorating and your own decorative finishes or furnishings.
- Hairline cracks, dents, and chips in plaster.
- Curtain, curtain rails, and fixings.
- Hat and coat rails.
- Fitted wardrobes.

Condensation, Damp and Mould



We are responsible for maintaining and repairs of:

- Conducting surveys (where appropriate).
- Cleaning mould-affected surface areas with fungicidal wash.
- Clearing blocked air vents where it is not possible for the tenant to do so safely.
- Servicing ventilation systems.
- Installing extractor fans where needed.

As our tenant, you are responsible for:

- Following damp and mould guidance to support us in reducing condensation and mould within homes.
- Regularly wiping down surfaces where there is an excess build-up of moisture, or water e.g. window sills and glazing.
- Using all sources of ventilation that are available, as required to reduce condensation build-up.
- Regular cleaning inside your home including seals, grout, sealant, windows, air vents, and fans, to prevent mould from forming.



Pest Control

We are responsible for:

- Infestations being experienced across multiple homes.
- These can be infestations of rats, mice, cockroaches, squirrels, or wasps.



As our tenant, you are responsible for:

- Keeping the inside of your home clean and not attracting pest
- Treating pest infestations in your home, such as silverfish, ants, other insects, such as fleas, flies, bedbugs, bees and birds.

Windows and Doors

We are responsible for maintaining and repairs of:

External Doors

- External doors (when defective or insecure).
- Patio and balcony doors (when defective or insecure).
- External door handles and closers.
- Door frames or panels (when defective or insecure).
- Fire doors (including frames and seals).
- Door or fanlight glass (when cracked or smashed). NB:

Repairs of this nature may be subject to a charge, if not because of a crime or fair wear and tear.

Internal Doors

- Internal fire doors, where required for compliance (including frames and seals)
- Door closer arms.
- Bathroom door locks.

Windows

- All windows (when insecure).
- Repairing window frames or sills (when defective or beyond economical repair).
- Sash window cords, weights, fasteners, and lifts.
- Hinges, locks, fittings, and handles.
- Window primary latches (when insecure).
- Window restrictors (if installed).
- Misted double-glazing units. Making-safe, boarding-up, and re-glazing cracked or smashed windows. N.B. Repairs may be subject to a charge, if not because of a crime or fair wear and tear.



As our tenant, you are responsible for:

External doors

- Replacing keys.
- Door chains, door viewers (except when previously installed as an ASB related security measure), or house numbers.
- Where a door has been forced (e.g. by the police) costs to replace it will be recharged to the tenant.

Internal Doors

- All other internal doors.
- Hinges (tightening when loose).
- Handles (tightening when loose and replacing).
- Door or fanlight glass (replacing when cracked or smashed).
- Door adjusting (e.g. because of the tenant laying a carpet).

Windows

- Making-safe, boarding-up, and re-glazing cracked or smashed windows.

Outside Areas, Buildings, Porches and Conservatories

We are responsible for maintaining and repairs of:

Council-Owned Gardens

- Trees where they are dangerous, diseased, dead, dying, or causing disrepair to a property.
- Japanese knotweed. Such works are completed by a specialist contractor.

Fencing, Walls and Gates

- Boundary fences to public spaces
- Back garden gates.
- Garden boundary walls (when failed).
- Retaining walls.
- Drives and paths from the boundary that provide the only access to the front door and paving to a dwelling's rear door.
- External handrails – where the tenant has additional needs that require external handrails.

Garages, Outbuildings, Porches and Conservatories

- Structural Health and Safety issues (this may require complete removal of structures).
- If causing an issue to the home such as water penetration. Outcome of this could be the removal of structure.
- Garage doors.
- Outbuilding doors.

As our tenant, you are responsible for:

Council-Owned Gardens

- Garden maintenance including grass cutting, maintaining trees and shrubs, and clearing garden waste.
- Clothes lines.
- Decking (where decking has been gifted and has become defective, we will remove it).
- Ponds and other garden features.



Fencing, Walls and Gates

- Front garden gates and fences
- Dividing fences
- Fence upgrades and new fences or gates were not present before.
- Non-retaining dividing walls.

Patios, Paths and Driveways

- Paths that are not the only source of access to the front door.
- Concrete and paved areas or perimeter paths that do not provide access to a property's doorway – including patios, garden paths, and driveways.

Garages, Outbuildings, Porches and Conservatories

- Wooden sheds, where these have been gifted to tenants.
- Shed door locks.

Communal Areas and Estates

We are responsible for maintaining and repairs of:

External structure

- External walls, brickwork, and rendering (when cracked +5mm or severely crumbled).
- All roofing and rainwater goods leaks.



- Removing graffiti.
- External decoration (carried out as part of a cyclical planned programme).

Doors and Windows

- All doors and windows in communal areas.
- Door entry systems and electric gates.

Walls, Floors and Ceilings

- Internal walls and ceilings (when cracked +5mm or severely crumbled).
- All floor coverings in communal areas.
- Metal Stairs, Walkways and Balustrades.
- Rising and Penetrative damp.
- Removing graffiti.
- Any ceiling repairs.

Bin Stores and Utility Cupboards

- Bin store walls, ceilings, roofs, and flooring.
- Bin store doors, hinges, and locks.
- Removal of fly-tipping.
- Meter cupboard walls, ceilings, and flooring.
- Utility meter boxes and doors.
- Waste chutes.

Electrical and Heating

- All electrical works and testing.
- Communal, estate, and street lighting, inc replacement bulbs.
- Fire safety equipment, such as smoke detectors, vents, etc.
- Lightning protector rods.
- CCTV systems (where installed).
- Passenger lifts.
- Door entry system receivers.
- Communal TV aerials, where provided.
- Any heating systems.
- Any pipework.
- Heat pumps.

• Solar panels (installed by the council).



Passage and Walkways

- Kerbs, channels, paths, paving, and driveways (when severely crumbled or uneven surfaces of 20mm or greater).
- Steps, stairs, and ramps.
- Bollards.
- Below ground drainage for blocks of flats/maisonettes.
- Cleaning.

Communal Gardens and Estate Grounds

- Boundary and dividing fences for communal gardens and estate areas.
- Trees in communal and estate areas.
- Japanese knotweed.
- Rubbish removal.
- Communal clothes lines and posts.
- Signage.
- Designated play areas.

Communal Areas and Estates

Garages and Parking

- Garage brickwork, concrete flooring, and drainage (when failing).
- Council owned storage areas.
- Council owned bike storage areas.
- Severely crumbled parking spaces and communal car parks
- Removing graffiti.

Other

- Infestations of the following pests that affect multiple flats and/or communal areas: rats; mice; cockroaches; squirrels; fleas; Pharaoh ants; bedbugs; wasps; and pigeons.

As our tenant, you are responsible for:

External structure

- Reporting any issues.

Doors and Windows

- Reporting any issues.

Walls, Floors and Ceilings

- Reporting any issues.
- Electrical and heating
- Replacing key fobs (subject to a charge)



Passage and Walkways

- Shared sewers for houses/bungalows and all main sewers are water utilities responsibility, except where a blockage affects a single property in which case that tenant is responsible.
- Inspection covers for sewers that service multiple properties. These are the responsibility of the water utility company.

Communal Gardens and Grounds

- Removing any mess made by tenant's own pets.
- Bin stores and utility cupboards.
- Bulk rubbish removal.

Garages and Parking

- Reporting any issues

Other

- Reporting any issues



Fencing

- **We are responsible for maintaining and repairs of:**

Fencing that:

- backs onto open land.
- is next to a main 'A' road.
- borders an alleyway, canal or railway embankment.
- backs onto a garage site or car park.
- surrounds communal areas to all flats in a building.
- subject to an existing and up to date service charge.



The Landlord is not responsible for providing or maintaining fencing between properties.

As our tenant, you are responsible under your Tenancy Agreement to:

You agree not to allow, permit, or cause any animal to create a nuisance, annoy or frighten other people. You agree to ensure that any animal is kept under control at all times.

(Clause 82)

You are responsible for providing and maintaining any fencing specifically required for control of the animal at your own expense. Further you agree to pay us or our contractors the cost of any remedial work necessary to fencing as a result of the animal's behaviour.

For new fencing installations or replacement between properties (regardless of ownership) Wolverhampton Homes operates a discretionary budget to undertake a limited number of fencing installations, subject to any benefitting tenants contributing via a weekly 'fencing service charge (FSC)' and any owner occupiers or third-party Landlords providing a lump sum contribution.

The discretionary budget is reviewed annually and will determine the number of new fencing installations or replacements to be available. The FSC is a set charge and is reviewed annually for inflation. The FSC is a fixed amount and does not vary based on the length or height of fence or scope of works undertaken. The FSC continues indefinitely. Wolverhampton Homes will maintain or renew the fence, as required, where the FSC continues to be paid and is not subject to arrears.

Arrangements where the Landlord or Wolverhampton Homes may provide discretionary fencing between properties are subject to change.