

The logo for Notting Hill Genesis is an oval shape with a green-to-yellow gradient background. The text "Notting Hill Genesis" is written in white, sans-serif font inside the oval.

Notting Hill
Genesis

The background image shows a multi-story brick building with a courtyard. The building has a mix of red and dark grey bricks. There are several windows with dark frames. A balcony with a wooden railing is visible. On the roof, there are solar panels and a satellite dish. The text "Your home and your maintenance responsibilities as a tenant" is overlaid in white, sans-serif font.

Your home
and your
maintenance
responsibilities
as a tenant

May 2023

Welcome

NHG provides responsive repairs service, and we want to make sure you can enjoy living in your home. We want to ensure that you are confident speaking to us about any issues you may have in relation to the service we provide.

This leaflet provides you with information about our approach when delivering the responsive repairs service.

It is designed to capture an overview of both our and your responsibilities across properties for which we are responsible for, to ensure the tenants home is kept in a good state of repairs, as determined by our tenancy and licence agreement.





Our responsibilities as your landlord



Where we are responsible to deliver responsive repairs services, we will ensure that:

- All properties are kept in a good state of repair, and that any repair work done in a property provides you with a safe and secure environment to live in, where all fixtures and fittings are NHG responsibilities and are in the good working order
- Provide a prompt, consistent and cost-effective responsive repairs service
- Provide easily accessible, customer centric services to suit your needs and to enable you to access appropriate support in crisis and emergency.

Outside space



Our responsibility

- It is our responsibility to attend to the structure of your home including the roof, outside walls, doors, windows and windowsills. We will cover glazing issues if there is a crime reference number
- We will repair chimneys, flues, guttering, down pipes and drains
- Unsafe garden walls and brick sheds, fences except where they are the neighbouring property's responsibility (usually NHG is responsible for the left side but not always)
- Trip hazards in paths, paving and driveways that provides access to your home
- Paving, paths and decking in communal areas or balconies
- Garage structure, roof and garage doors
- Conservatories present before tenant moved in unless they have been gifted.

Your responsibility

- To keep wooden garden sheds, beds, and trellising in a good state of repair
- To look after plants, bushes and vegetation
- To look after paving weeding paths and decking in private gardens, paving and driveways (unless when covered by a service charge)
- To maintain a good level of repair of any conservatories and lean-tos not built and provided by NHG.





Our responsibility

- Structural damage to inside walls, floors ceilings, skirtings, and air vents
- Door frames, door hinges, letter boxes, window catches, sash cords and window frames
- Fixtures (including those that have been approved as home improvements)
- Handrails, banisters and stair steps
- Persistent issues with drainage and blockages, removal of wastewater, plumbing leaks to bathroom, kitchen or heating and hot water including to taps, pipework
- Fitting or repairing fire and carbon monoxide alarms, communal alarm systems and fire panels
- Warden call/telecare equipment (that is installed by NHG).

Your responsibility

- To repair any appliances and fittings that you have installed (eg., white goods; gas cooker, washing machine), carpets, furniture etc.
- Maintain an internal decoration (except where we are painting to cover an area affected by a leak etc.)
- To repair any small cracks in plaster or woodwork
- To replacing both internal and external light bulbs eg., security lighting, fuses (unless they are in the communal area, or you have above average height ceilings)
- To replace batteries in smoke and carbon monoxide alarms
- To install additional locks or replacing keys and changing locks, if you are locked out. In an emergency or where your home is not secure, we may carry out these works and recharge the costs to you
- To lubricate door/window locks and hinges
- To replace or maintain security features such as spyholes and door chains
- To ease and adjust internal doors after own floor coverings laid to bedrooms, hallways and living rooms
- To maintain floor coverings (eg. carpets, lino, tiles, and laminate) except in the bathroom and kitchen, which is NHG's responsibility
- To repair any items that have been damaged by you or your guests, except where these pose a risk to health and safety (including glazing). We may charge you for these repairs
- To provide and maintain curtains and blinds
- We are not responsible for any improvements you have made, unless they have gone through the NHG improvements process and have been authorised by us.



Kitchen

Our responsibility

- We repair kitchen units, doors and frames
- Kitchen sinks and taps
- Trip hazards in kitchen flooring
- Water leaks
- Wall tiling, seals, and splashbacks
- Air vents, extractor fans and pull cords
- Electrical sockets and isolator switches
- The cold-water supply, stop valve and trap for the washing machine.

Your responsibility

- To maintain kitchen furniture and electrical appliances (including cooker hoods) in all instances, even when they have been provided by us
- To keep kitchen clean and in the good condition
- Sink waste pipe blockages
- Replacing sink plugs and chains
- Fixing and replacing cupboards and drawer handles
- Connecting and repairing your own appliances.



Bathroom



Our responsibility

- Showers (where provided by us), shower screens (not curtains), toilets, baths, wall tiles, splashbacks and basins
- Flooring (both tiled and vinyl) and wall tiles
- Extractor and humidity fans
- To maintain and replace internal locks and door handles installed by us
- Water leaks
- Toilet flushing mechanism
- Lighting fittings.

Your responsibility

We expect you to keep the bathroom and WC clean and in a good condition.

You are responsible to:

- Replace toilet seats (including lids and hinges), shower heads, hoses, and sink/bath plugs
- To provide, maintain and replace shower curtains
- To attend to sink/toilet blockages in the first instance. You should attempt to unblock these with drain unblockers/ plunger where appropriate
- Any bathroom locks that were installed by you
- To clean of low-level mildew around windows, doors, grouting and bathroom ceilings.



Heating, gas and electrical

Our responsibility

- We will repair your heating system if it breaks down
- Repair radiators and storage heaters
- Repairs to the gas installations such as boiler and pipework (not including appliances)
- Electrical repairs (not including electrical appliances)
- Water leaks from heating system
- Faulty plug sockets
- Faulty light switches and fittings
- Hard-wired doorbells
- Hard wired smoke and carbon monoxide detectors
- Electrical hazards.

Your responsibility

We will provide your home with a heating system, which is safe and provides adequate heat.

You are responsible for:

- Allowing access for gas service at your property if there is a gas supply to your home
- Bleeding radiators
- Painting radiators.

Important: Any repairs to gas installations such as cookers or gas fires should be carried out by a certified Gas Safe engineer. You should follow up on the Gas Safety engineer advice, to ensure your safety when such installations are at the property.



Pest control

Our responsibility

We will provide pest control in communal areas and inside the property if the infestation is being experienced across multiple homes. This includes such pests as rats, mice, cockroaches, squirrels, pigeons, wasps, fleas, bedbugs and pharaoh ants, which can carry and transmit serious diseases.



Your responsibility

You are responsible for keeping the inside of your home clean and tidy and not to encourage pest infestation, and to conduct internal pest control of your home, to ensure your home is safe, healthy, and free from things that could cause serious harm.



Communal repairs

Where we are responsible for communal repairs, which is defined under the terms of individual lease and tenancy, we look after entrances, halls, lifts, communal TV aerials, stairways, passageways, rubbish chutes, lighting, door entry systems, communal letter boxes, paving, paths and decking in communal areas or balconies and other parts provided for common use. They may also be carried out on fencing and to other external structures which are the responsibility of NHG as the landlord.

Some communal repairs in the same scheme/group of properties might be collated to be completed together. In such cases they would not be completed within the usual target. We will inform you when we do this and the revised timescale for completion.

We will work with contractors to gain access to the building, when planning to carry out identified repairs in the communal areas.

We carry out some repairs to communal areas as part of its cyclical works programme, rather than as a responsive repair service.

In supported housing schemes, this will also include any fixtures, fittings or facilities provided to you as part of the service contract.



Chargeable repairs

We are responsible for keeping our housing stock in good condition and we want to provide clear guidance to ensure that our maintenance budget is managed as efficiently as possible.

Our approach sets out why and how we recharge residents for repairs carried out by us including where we had to step in to ensure your home remains safe and is kept in a good condition.

In addition, there are certain repairs which are your responsibility that NHG may undertake on a chargeable basis.

We may charge you in instances when you have caused damage to the property or missed an appointment.

We will communicate with you about any chargeable repairs we attended to, to ensure you are aware about the charge.





Reporting repair

If you identify a repair we are responsible for, you should report it as soon as possible. You can report repairs online using [MyAccount](#) or by contacting your Local Officer.

If you consider it an emergency, please contact us on 020 3815 0000 and select option 1. Our Customer Service Centre is open from 9am-5pm, Monday to Friday. We will accept emergency repairs out of office hours, which can be reported by calling the above number.

When reporting a repair, please provide detailed description of the issue and if possible, provide pictures.



Our response time



All emergency repairs, where there is an immediate danger to the tenant or members of the public, we will attend within 4 hours and works to make safe or temporarily repair should be completed at this visit or within 24 hours. Further repairs may then subsequently be required to complete the repair.

For all non-emergency repairs, we will try to complete the repair within 20 working days.

Where we have identified the need for replacement or improvement, we will communicate with tenants separately about the timeframe to complete the work.