

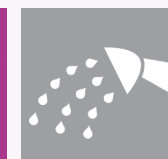
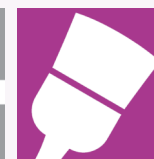
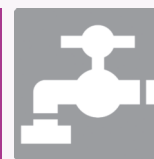
We understand how important your home is to you and that sometimes repairs are needed. Whilst we are responsible for some repairs, there are some areas of work that we are unable to cover.

Your responsibilities outside and inside of your home are listed below:

Outside your home

- Changing locks if you lose your keys or are locked out
- Changing latches, bolts, catches or padlocks to gates and sheds, except those in communal areas
- Maintenance of your garden*
- Washing lines and post*
- Sheds, greenhouses and water butts
- Pest control of insects, birds, mice and other rodents*
- Garden fences between your property and your neighbour's properties*
- TV aerials or satellite dishes*
- Any other external fixture or fitting you or a previous tenant have put in unless we have agreed to maintain it for you
- Keeping shared areas tidy and free from obstructions

* Unless in a communal area, in which case Midland Heart will be responsible for the repairs.



Inside your home

- Connecting and/or plumbing appliance such as a cooker, washing machine, dishwasher etc.
- Maintaining doors, handles, drawers and shelves
- Protecting kitchen units and worktops by keeping them free from burns, water damage and impact/scratches
- Filling small holes and cracks in plasterwork (up to 5mm wide)
- Unblocking baths, sinks and toilets
- Replacing bath/sink plugs, toilet seats, washers on taps, bath panels, towel rails and toilet roll holders
- Curtain rails and coat hooks
- Replacing light bulbs and fluorescent tubes (unless this is a bathroom sealed light)
- Testing and replacing batteries in smoke alarms
- Isolating water supply during leaks and removing any contents to minimise damage

If you have been a victim of crime and need repairs due to this, you must provide a valid crime reference number from the police. We will provide you with a form and you will need to complete and return it to us or you may be recharged for the repairs.

Please note: We do not automatically insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. Unfortunately, some customers only realise this after the damage has been done. Visit [midlandheart.org.uk/contentsinsurance](https://www.midlandheart.org.uk/contentsinsurance) to find out more.