

Maintenance of your home

Tenants are responsible for the following in their home:

- General decoration and cleaning
- Window cleaning inside flat (MCHA get the external windows cleaned)
- Reporting promptly any repairs needed
- Unblocking sinks and shower drains
- Descaling shower heads quarterly and replacing when needed
- Replacing toilet seats
- Cleaning extractor fan air vents
- Testing of the main trip switch on the fuse board, every three months. Please ask Scheme Manager for help if necessary.
- Running taps and showers on a weekly basis to reduce risk of legionella

MCHA is responsible for maintaining the following in your home:

- Basins, sinks, toilets, showers and waste pipes
- Electric wiring including sockets, switches and light pendants
- Water and gas pipes
- Water heaters and central heating boilers if they are fitted
- TV and telephone cables up to the sockets in your home

Who do I report repairs to? – Please let your **scheme manager** know if a repair is needed. You can reach the scheme manager using the call system when they are on duty.

They will usually assess the repair and get the appropriate help.

If an emergency repair is needed, please use the **emergency call system** in your flat, at any time of the day or night, any day of the year. The call centre staff will answer your call and get the appropriate help.

Please note that if you ask for contractors to be called out for repairs that are routine, or for repairs that are needed because of your own faulty equipment, it is possible that you may be recharged for the resulting call out charges.

Responsive Repair Priority	Response time	Definition
Emergency	24 hours	Emergency repairs are those which, if not attended to quickly, will create significant risk to life, or cause considerable damage to the property. Repairs include an uncontrollable leak, loss of all lighting in flat or no heating in winter months.
Urgent	7 calendar days	These repairs are those which if not attended to quickly will cause significant inconvenience to the tenant or significant damage to the building, for example a toilet that doesn't flush or no hot water. We will attend and aim to complete the repair within seven days.
Routine	28 calendar days	These are faults which do not cause serious discomfort, inconvenience or nuisance to the tenant or cause long term deterioration to the building. These repairs will be completed within 28 days. Repairs include minor plumbing, repairs to doors.
Out of Hours Emergency	Initial response within 24 hours	Out of hours emergencies occur during the following hours: <ul style="list-style-type: none"> · After 4.00pm Monday to Friday · During the weekend or bank holiday. We will make sure your home is safe and secure within 24 hours. Any follow-up work will be reported to the Scheme Manager the next working day, who will contact you to ascertain the details of the emergency.

Access to your home may be required by MCHA staff or contractors to carry out repairs or work to your home, or adjoining property. We will give you reasonable notice of this, normally 24 hours, but immediate access may be needed in an emergency.

Can I redecorate the flat? – Yes, you are responsible for maintaining the décor within your flat throughout the tenancy. Please use pale colours.

The cost of removing excessive amounts of wall paper or painting over dark colours at the end of the tenancy may be recharged at this time.



Can I put up pictures and shelves? – Yes, you are welcome to put up pictures and shelving. Please be mindful of the usual electrical wiring that is found in the walls.

The cost of patching up walls due to excessive numbers of picture hooks, brackets or other damage at the end of the tenancy may be recharged at this time.

Can I access the loft space? – The loft space is for MCHA use only.

Access may be required at times for maintenance purposes and staff will give you reasonable notice if this is required, unless there is an emergency, and this is not possible.

Can I make home improvements? – Please speak to your scheme manager before making any improvements to your home.

Permission from MCHA is required before any improvements are made.

Some home improvements may be eligible for compensation from MCHA if your tenancy ends within a certain period of the improvement being made.

It may sometimes be possible for MCHA to make home improvements for you, if for example your kitchen or bathroom have reached the end of their reasonable life, please ask.

Asbestos – There is an **asbestos register** at your scheme, available for anyone to look at.

You will have been advised if your flat contains asbestos (often seen as a textured ceiling) and given an advice leaflet. Asbestos is no danger if the fibres are not disturbed and released into the air. Asbestos products should not be drilled, cut, scraped or sanded.

If you want to carry out any home improvements that may disturb an asbestos containing material, please seek permission from MCHA as usual. We can then make sure proper controls are put in place to reduce any risk of exposure to you or anyone else.

Health and safety checks in your home – MCHA carry out many checks throughout the scheme, but some checks may require access to your home:

Check	Frequency
Pull cord checks	Twice a year
Smoke detector testing	Annually
CO detector testing if you have a boiler	Annually
Gas safety check if you have a boiler	Annually -certificate provided
Fixed wiring testing	Between 5 and 10 years

Energy Performance Certificate (EPC) – You will be given an EPC at the start of your tenancy. It provides details on the energy performance of your individual home and what you may be able to do improve it.