

3 Repairs and Maintenance

B OUR RESPONSIBILITIES – WHAT ACCOMMODATION YES MUST DO

- n. We will make sure the structure and outside of the Building is kept repaired, including:
- the roof, outside walls, outside doors, window sills, window catches, sash cords and window frames (but not the glass in the windows), including painting and decoration outside if needed; drains, gutters and pipes outside (but we do not have to clear blockages caused by you), pathways, steps or other access routes; and the outside of garages and stores, chimneys, chimneys stacks and flues but not including sweeping;

We will also repair certain parts of the inside of the Property such as:

- inside walls, floors and ceilings, doors and door frames (but not painting and decoration inside or damage you have done), plasterwork (but not minor cracks), and the furniture, fixtures and fittings provided by Accommodation YES at the start of this Tenancy (as shown on the schedule of furniture and contents attached) or during the Tenancy.
- o. We will make sure we keep all fixtures and fittings for water, gas, electricity, space and water heating repaired and in working order. This will include:
- basins, sinks, baths, toilets, flushing systems and waste pipes.
 - electric wiring (including sockets and switches), gas pipes, water pipes and water heaters, fireplaces and fitted fires and central-heating installations.
- p. We will make sure we keep shared entrances, halls, stairways, lifts and passageways and other shared areas repaired.
- q. We will do repairs within a reasonable time of you telling us about a problem. What is a reasonable period of time may depend, amongst other things, on how urgent the repair is and any practical issues (such as the materials, items, or contractors needed to make the repair).
- r. If we carry out any repairs which are your responsibility, or the need for which were caused by you, we will charge the cost to you.
- s. If we make an appointment to carry out work and you are not in when we or our contractor calls, we may charge you for the cost of that visit.
- t. If you have a complaint about repairs, you should contact us or follow the complaints procedure.