

JUNE 2025



YOUR RESPONSIBILITIES AS A RESIDENT

We want you to enjoy your home. Keeping it in good condition is a shared responsibility.

This guide explains the repairs and maintenance **you are responsible for**, based on your tenancy agreement or lease.

If you need this translated or in a more accessible format, please call us on 0300 111 0000 or email inclusionanddiversity@wchg.org.uk

YOUR RESPONSIBILITIES

ALL ROOMS (INCLUDING HALLWAY, STAIRS AND LANDING)



Keeping your home clean, tidy and in good condition



Repairing any damage caused by you or visitors



Filling small holes and cracks in plaster



Fitting and fixing curtain rails and battens



Replacing lost keys or getting spare keys cut



Looking after telephone points and TV sockets (except communal ones)



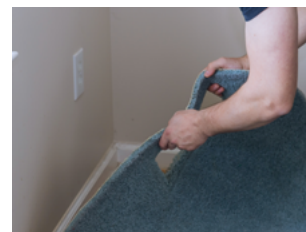
Fixing or replacing fittings and appliances not provided by us



Looking after TV aerials or satellite dishes and repairing any damage (except communal ones)



Looking after things like clothes lines, posts, and coat hooks



Repairing and replacing floor coverings (except in bathrooms or wet rooms)

HEATING



Resetting your boiler



Removing and refitting radiators if decorating



Replacing batteries in thermostats

KITCHEN



Connecting washing machines, dishwashers, and fixing your own appliances



Providing your own cooker and having it fitted by a **registered Gas Safe engineer**



Tightening loose handles, hinges, runners, and shelves in cupboards and drawers



BATHROOM AND TOILET



Clearing blocked sinks, basins, and showers



Descaling and replacing shower heads and hoses



Fixing or replacing toilet seats



Keeping plugholes and pipes clear to prevent blockages



Tightening bath panels and fixing toilet and bathroom door locks



Wiping up leaks while waiting for repairs to prevent water damage



Replacing fuses, light bulbs, starter motors, washers on single taps (not mixer taps), and sink plugs



Fixing or replacing shower curtains and rails

DOORS AND
WINDOWS

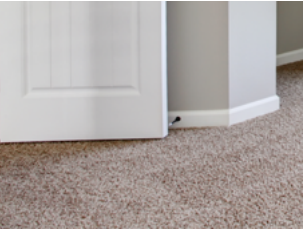
FIRE DOOR SAFETY REMINDER
Fire doors protect lives and must be properly maintained.
DO NOT adjust, repair or modify anything on fire doors. Report any issues to us.



Keeping doors inside your home in good condition



Installing draught excluders (if needed)



Adjusting doors after fitting carpets (if needed)



Maintaining door handles, bolts, catches, locks, door chains and numbers on doors inside your home



Replacing batteries in doorbells



Maintaining letterboxes and door viewers (except in communal flats)

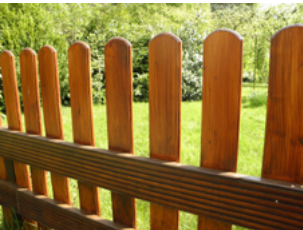


Keeping windows clean and wiping away moisture to prevent damp

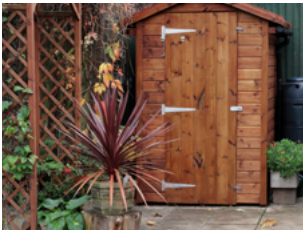


Opening windows regularly to let fresh air in

GARDENS



Looking after any fencing or garden areas you've installed



Maintaining sheds, locks, and garden gates



Keeping your garden tidy - mowing the lawn, trimming hedges, and pruning bushes



YOUR RESPONSIBILITIES AS A RESIDENT

NEED HELP WITH REPAIRS?

How To videos

Watch our Wythenshawe Works 'How To' videos for handy tips. Visit the 'Small Repairs' page on our website to learn more.



Handy person scheme

We offer a low-cost repair service by appointment. Prices and details are available on request by calling our Customer Hub on 0300 111 0000.



Home improvements

If you want to make changes to your home, we're happy to help. You'll need to get permission first - search 'customer alteration form' on our website for more details.



Ask friends & family

They might be able to lend a hand.

Find a tradesperson

Websites like Checkatrade.com can help you find a trusted professional.

Checkatrade.com

For more information, please contact our Customer Hub on 0300 111 0000.