

Reporting Repairs

You are responsible for insuring the contents of your home. Jephson has a Contents Insurance scheme - contact our office for details.

Jephson Midlands

1st Floor, Trafalgar House

King Street, Dudley

West Midlands DY2 8PS

Housing Management Team

Tel: **01384 231237** Fax: **01384 258981**

Minicom: **0800 587 5055**

Email: **black.country@jephson.org.uk**



Information and guidance



To report a repair,
please telephone:

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To report emergency repairs
out of hours ring:

- **0800 783 0660**

Black Country office hours:

- **08000 353 399 or 08000 353 444**

or by email:

- **black.country@jephson.org.uk**

or use the website:

- **www.jephson.org.uk**

Minicom users:

- **0800 731 9549**

***Jephson are responsible
for keeping in good repair:***

**The structure and exterior of your home,
which may include:**

- Roof coverings, chimneys, gutters & down pipes;
- Drains and waste pipes;
- Outside walls;
- External doors, door frames & windows, including ironmongery;
- External gates and boundaries with Public Areas;
- Steps & paths that are an essential means of access to your home;
- Internal walls, floors, ceilings and plasterwork;
- Internal doors & frames including ironmongery.

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The installations for the supply of water, gas, electricity and for sanitation, which may include:

- Toilets, baths, basins, sinks, cisterns and waste pipes;
- Water supply pipes and taps;
- Electric wiring, sockets, switches and light fittings and comprehensive check every 10 years;
- Annual gas check, if appropriate.

The installations for space and water heating, which may include:

- Central heating, storage heaters, water heaters, solid fuel heating, fireplaces and fitted fires;

The common areas (for flats only), which may include:

- Entrance doors, halls, stairways, lifts and lighting

Jephson will not pay for:

- Any repairs that are caused due to neglect, wilful damage and forced entry;
- Any repairs if the Police or any other service have to force entry to your home. You may be liable for any damage they cause;
- Any repairs resulting from damage caused by you, other Residents or visitors.

You should:

- Take reasonable precautions to prevent damage to the property by fire, frost, the bursting of water pipes:

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Tenant Repair Responsibilities

You are responsible for:

- Clearing blockages to toilets, sinks, baths and basins;
- Replacing keys and locks when you have lost a key (including stolen keys); Sheltered scheme suited locks will be replaced but the cost may be recharged to you;
- Glazing to windows and doors unless a crime number is provided to the Association;
- Replacing light bulbs, fluorescent tubes, starters, plugs and re-wirable fuses;
- Replacing plugs and chains to baths, basins and sinks;
- Replacing or refitting bathroom fittings including towel rails, toilet roll holders, WC seats and washers on taps;
- Replacing floor coverings (except where needed as a result of fair wear and tear);
- Replacing washing lines and line posts (except in communal areas);
- Routine sweeping of chimneys;
- TV aerials and sockets (except communal systems);
- Curtain rails;
- Washing machine hoses;
- Adjusting doors to accommodate carpets;
- Treatments for the removal of wasps, bees, ants, vermin and insect infestations (Your Local Authority may provide help);
- Bleeding of radiators;
- Maintaining any fencing between your home and your neighbours;
- Providing additional locks to doors and windows including door chains;
- Any fittings or appliances that belong to you i.e. cooker, washing machine;
- Maintaining the garden, including pruning and lopping of shrubs and trees located within the boundaries of your home (except in communal garden areas);
- Decorating the inside of your home including filling minor plaster cracks;
- Maintaining any items resulting from alterations to the property which do not form part of the original construction including doors, sheds, conservatories;