

Who is responsible for repairs?

We are responsible for keeping the 'common parts' of your block in good repair. This means we will look after the structure of the building and the landings and hallways including lighting and controlled door-entry systems.

Repairs we are responsible for include:

Structure

- ✓ roofs, drains, gutters and pipes on the outside of your home
- ✓ outside entrance doors (but not the front doors of individual flats)
- ✓ window frames and sills (not including glass)
- ✓ outside paint work
- ✓ communal paths and steps (back and front)
- ✓ boundary fences (except some where you or a neighbouring owner are responsible)
- ✓ chimneys and chimney stacks
- ✓ communal stairs and landings
- ✓ garages and outbuildings, including drying areas.

Installations, fixtures and fittings:

- ✓ shared water pipes, water tanks, gas pipes and electrical wiring
- ✓ light fittings in shared areas
- ✓ controlled door-entry systems
- ✓ decorations in shared areas.

Repairs that you are responsible for?

You are responsible for:

- ✓ all repairs to the inside of your flat, such as:
- ✓ floor surfaces including floorboards within the property
- ✓ wall plaster and plasterboards

- ✓ glass in your windows
- ✓ your front door
- ✓ all fixtures and fittings
- ✓ all electrics like re-wiring
- ✓ water pipes, water tanks, gas pipes that are within your property
- ✓ replacement/repair bath, basin, taps and WC
- ✓ individual heating system within your flat
- ✓ any damage to the common parts and services caused by you, members of your household, or your visitors
- ✓ chimney sweeping.

How to report a repair which is our responsibility

There are many ways you can report a repair which is our responsibility:

- ✓ You can phone on **(01206) 282514** or **01206 769779** **outside of normal office hours**
- ✓ e-mail Housing.repairs@colchester.gov.uk
- ✓ report on line using website <http://www.cbhomes.org.uk/reportarepair>

For emergencies outside office hours you should call 01206 769779