



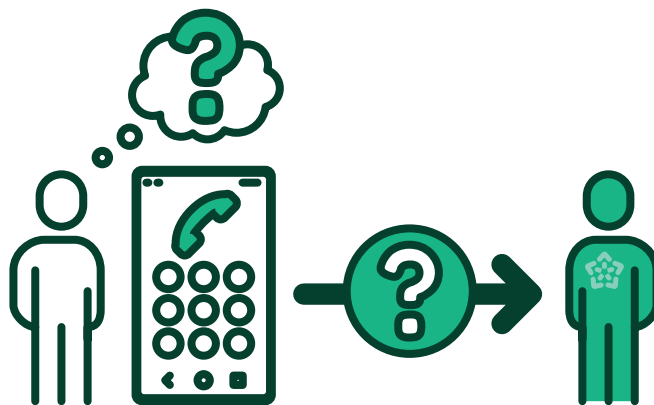
Who is responsible for maintaining your home



All our employees and contractors carry identification.



Always ask to see it before allowing anyone into your home.



If you are unsure phone us on: **0345 8 507 507**

Repair and maintenance of your home

As a landlord, there are lots of repairs in the homes we own that we are responsible for. It is important that you, as our tenant, also know which repairs you will have to do yourself.

We are responsible for all repairs to your home's structure, gas, plumbing, electrics and any other area where it is identified as a hazard or a risk to health and safety, however you may have to pay the costs when a repair is necessary if it is due to your neglect, negligence or wilful damage. As the tenant, you will be responsible for decorating your home and replace fittings, like batteries in heating controls, light bulbs and internal doors.

We will carry out non-standard repairs if you request them, for example something not covered in this guide. However, you will be charged for the cost of the work, we will tell you how much this will be before we make a non-standard repair. We must make gas and electrical non-standard repairs to meet health and safety legislation, but you will still need to pay the costs of this work.

This guide shows who is responsible for which type repair and are represented in the pictures with the following:

These repairs are your responsibility, they are marked in yellow:



These repairs are our (Vico Home's) responsibility, they are marked in green:

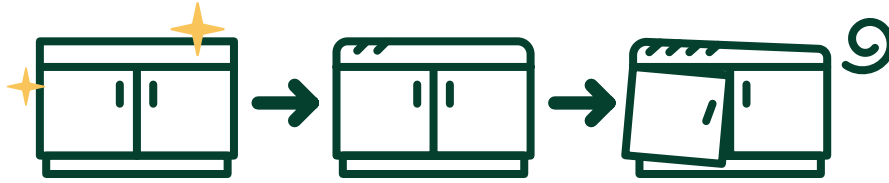


The responsibility for these repairs are shared by you and ourselves, this may depend on the type and the reasons for the repair. They are marked in purple:





Please note



Some repairs mention 'fair wear and tear'. This means something that has worn out over time from normal use.



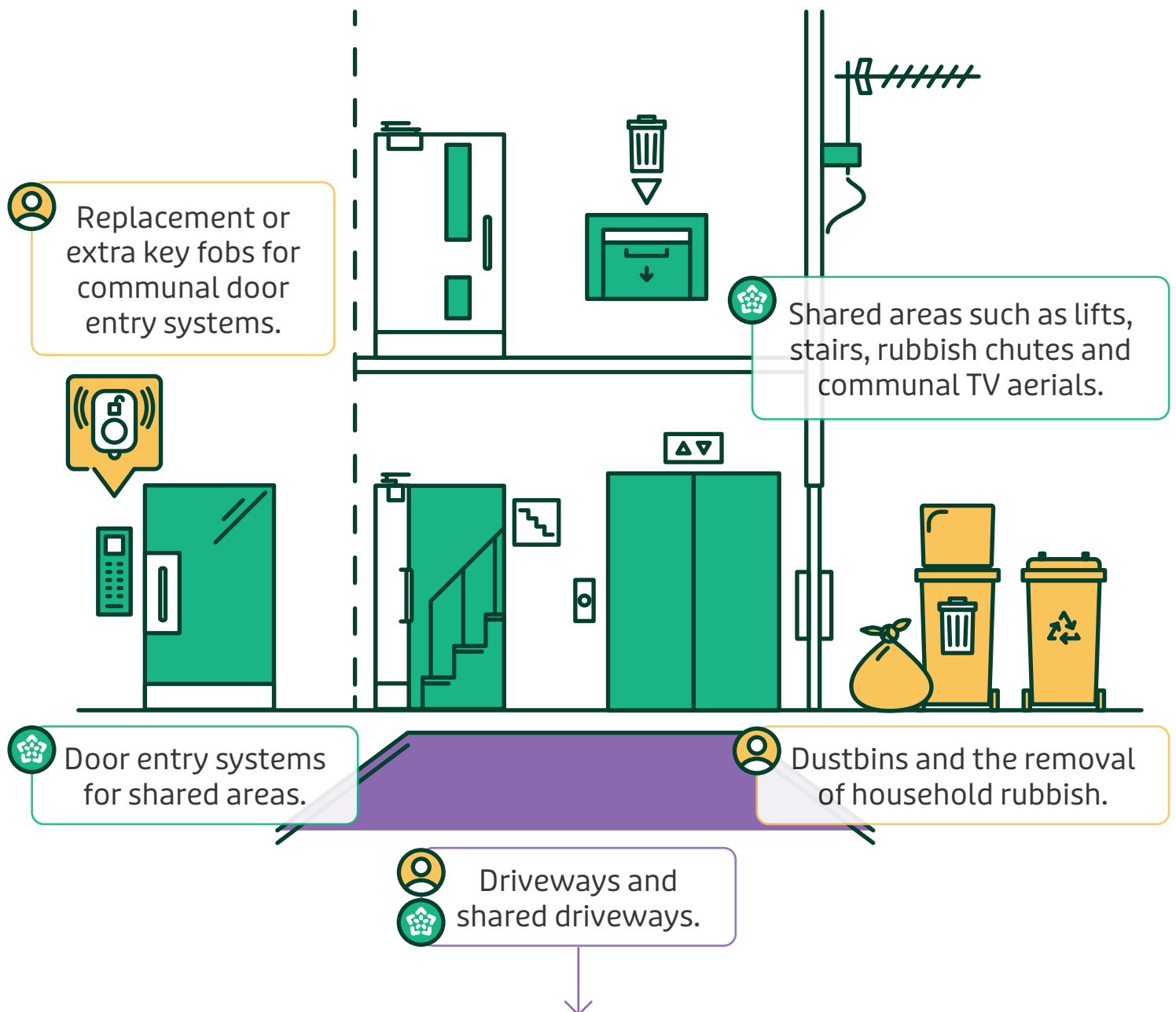
If something would be dangerous or a health and safety risk if not repaired then we will make that repair. You may be charged the cost of this depending on the type of repair and the reason it needed to be repaired.



This guide is a list of common repairs and covers all of our different types of home. Your home will not include everything shown or appear as shown in the images.

If you have any questions about repairs or you need to report a repair, visit our website **www.vicohomes.co.uk** or phone us on **0345 8 507 507**

Communal areas



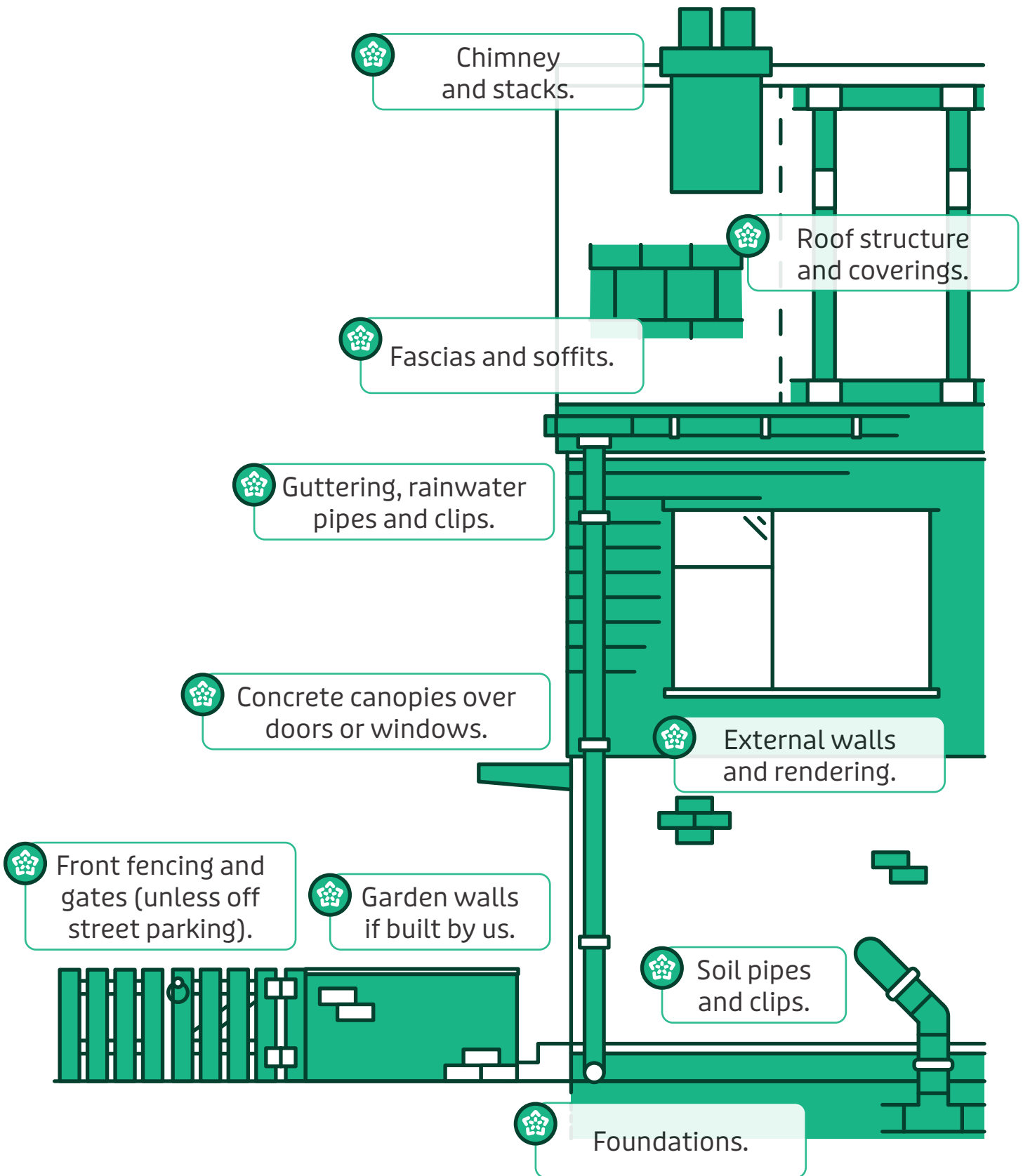
Please note:

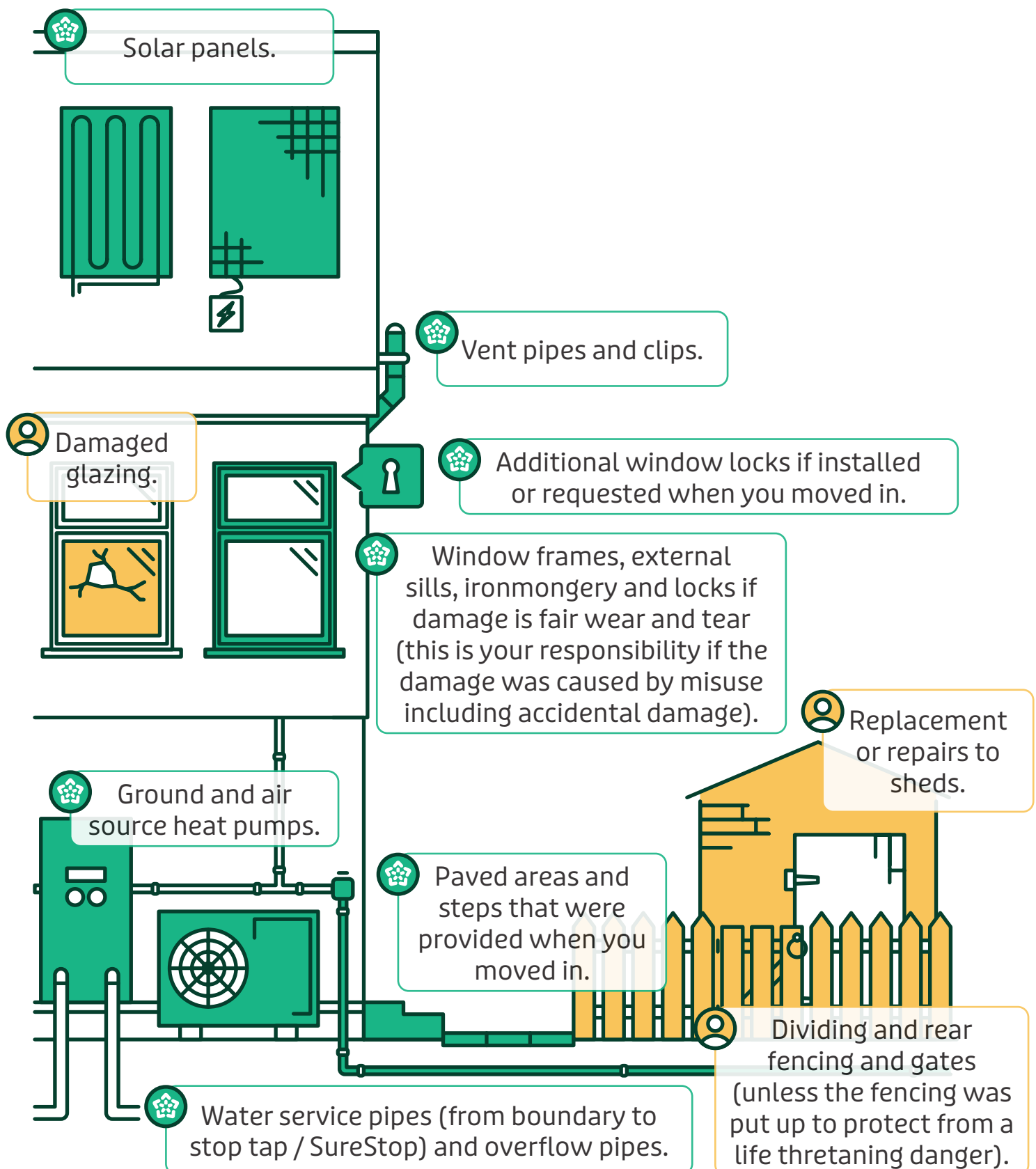
If there was already a driveway or we gave permission for a driveway to be installed, we will make repairs when your tenancy ends and someone else moves in, but not if you are swapping homes through mutual exchange.

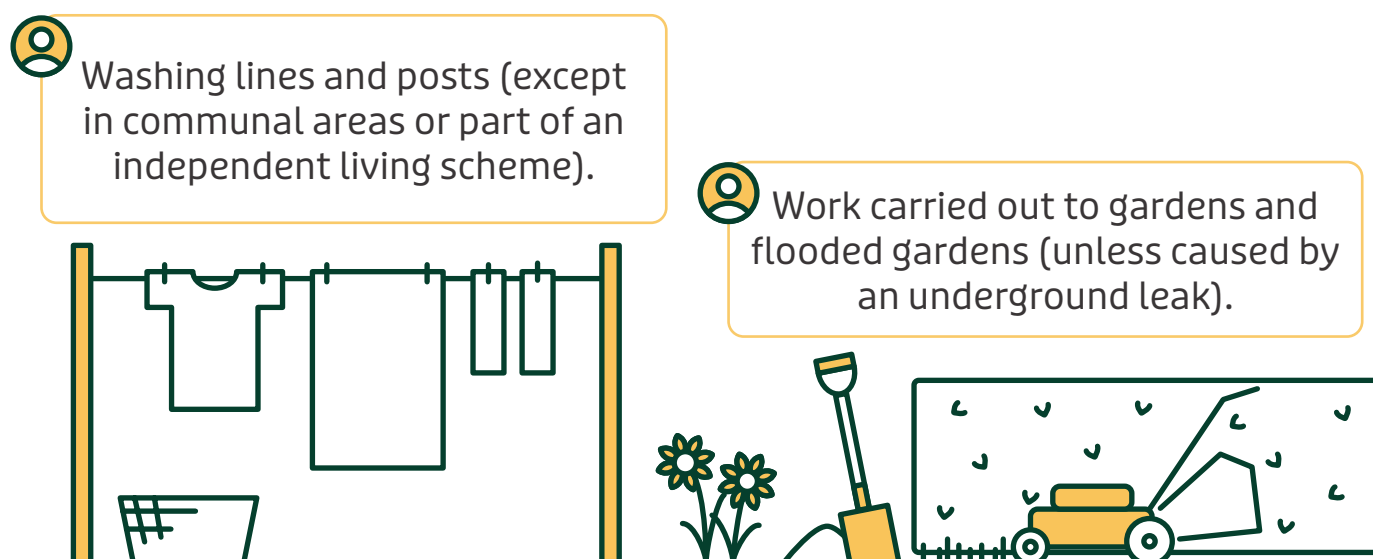
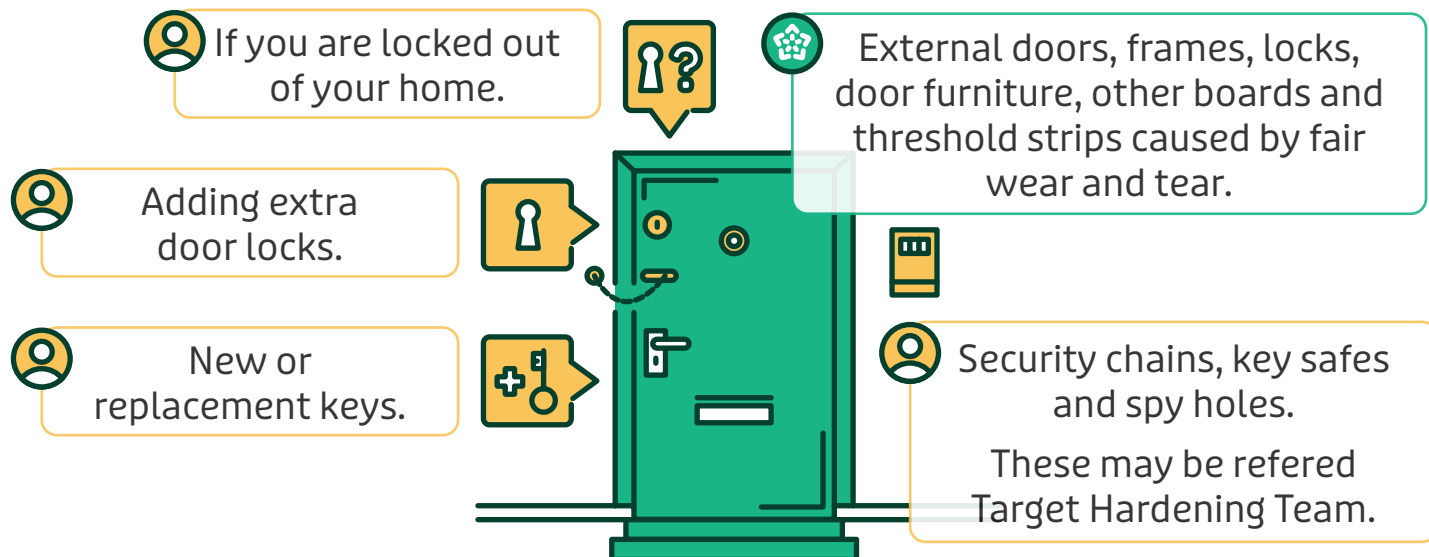
If you did not get our permission and installed a driveway we may remove it and charge you the cost.

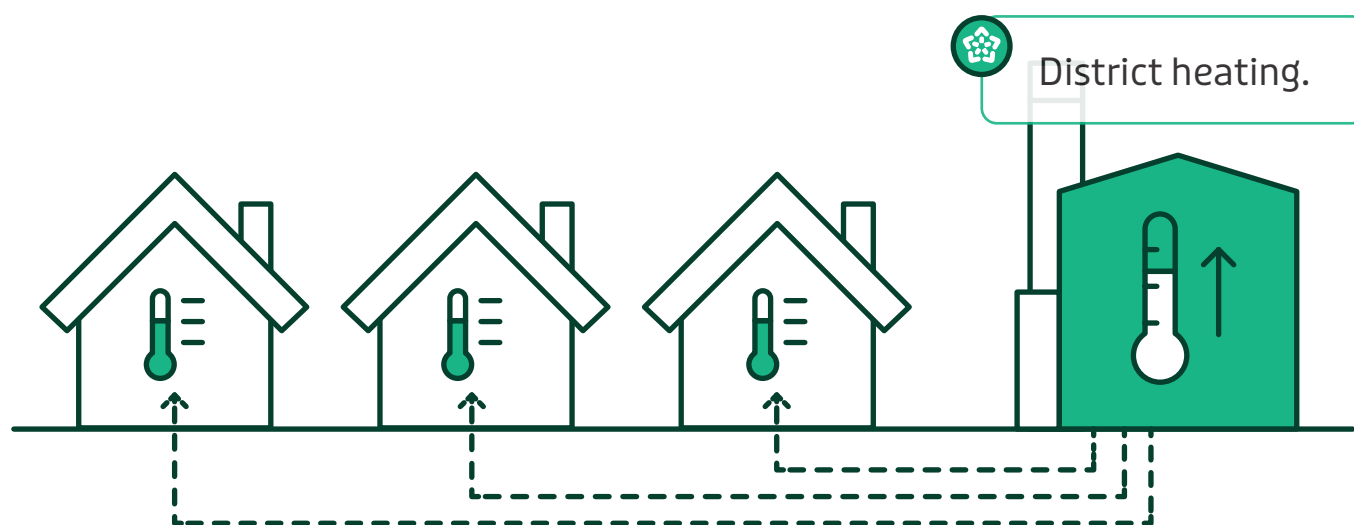
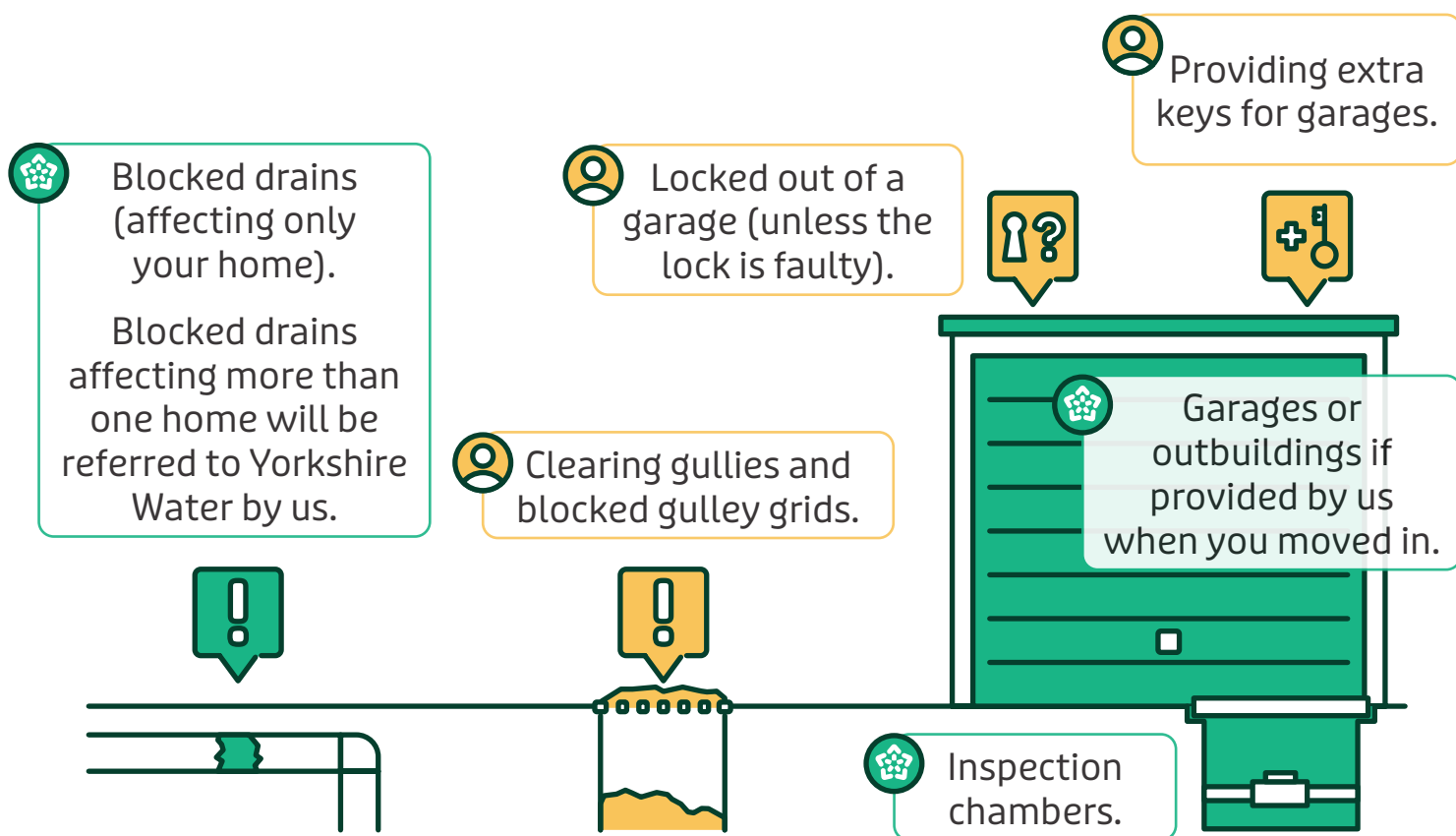
If you share a driveway with other people and we need to make repairs because it is dangerous or a health and safety risk, we may charge you for part or all of the costs.

The outside of your home

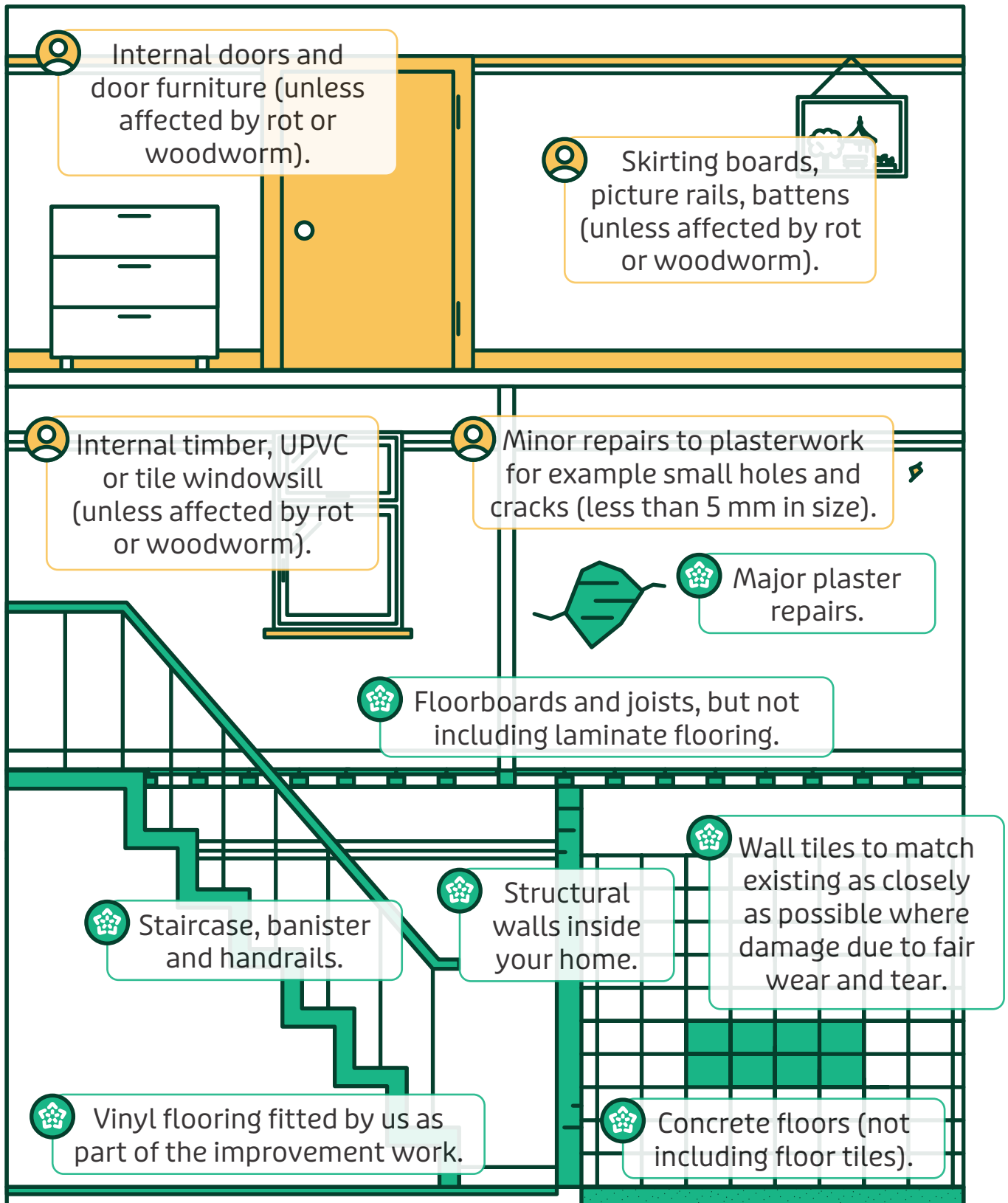


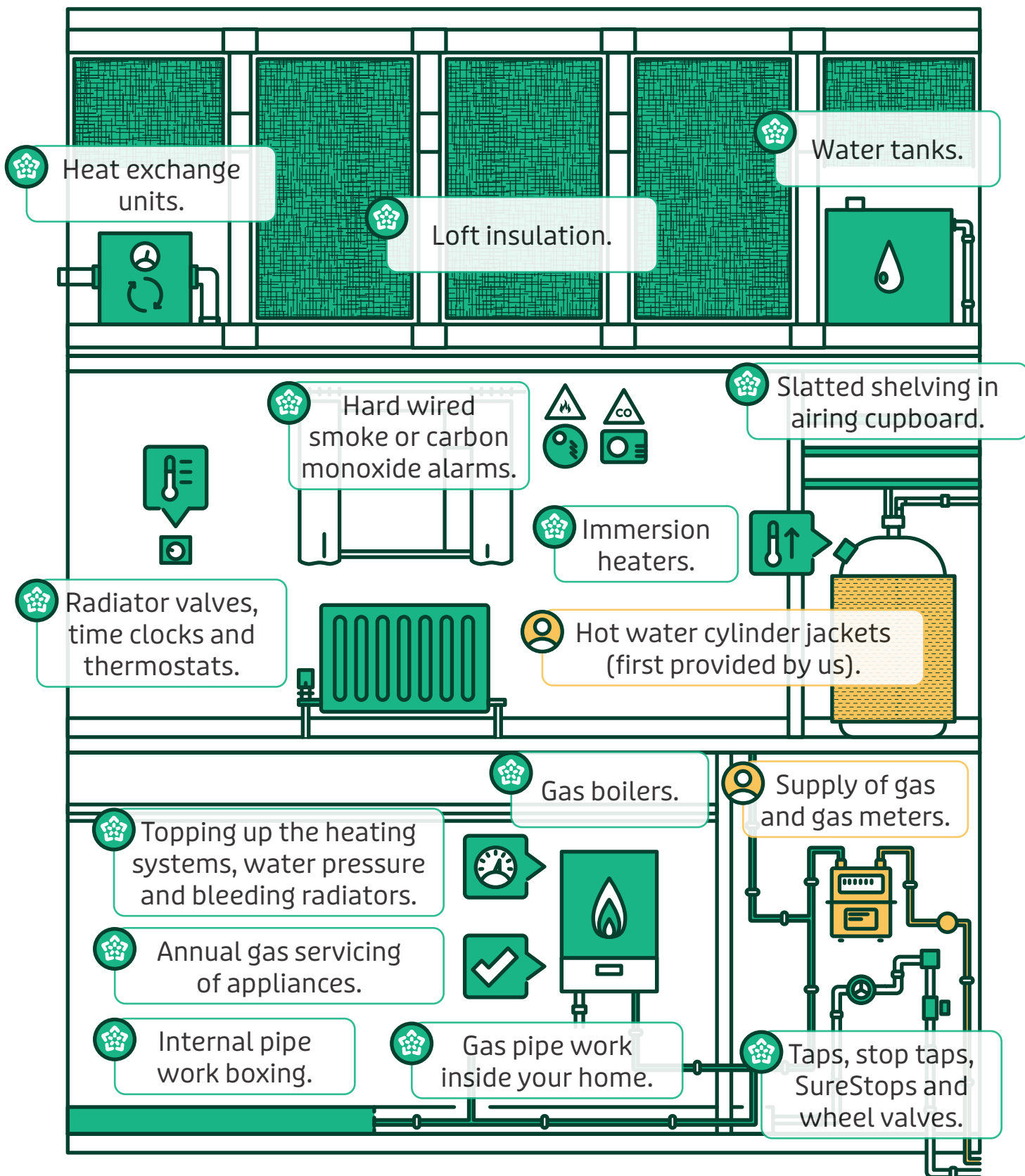


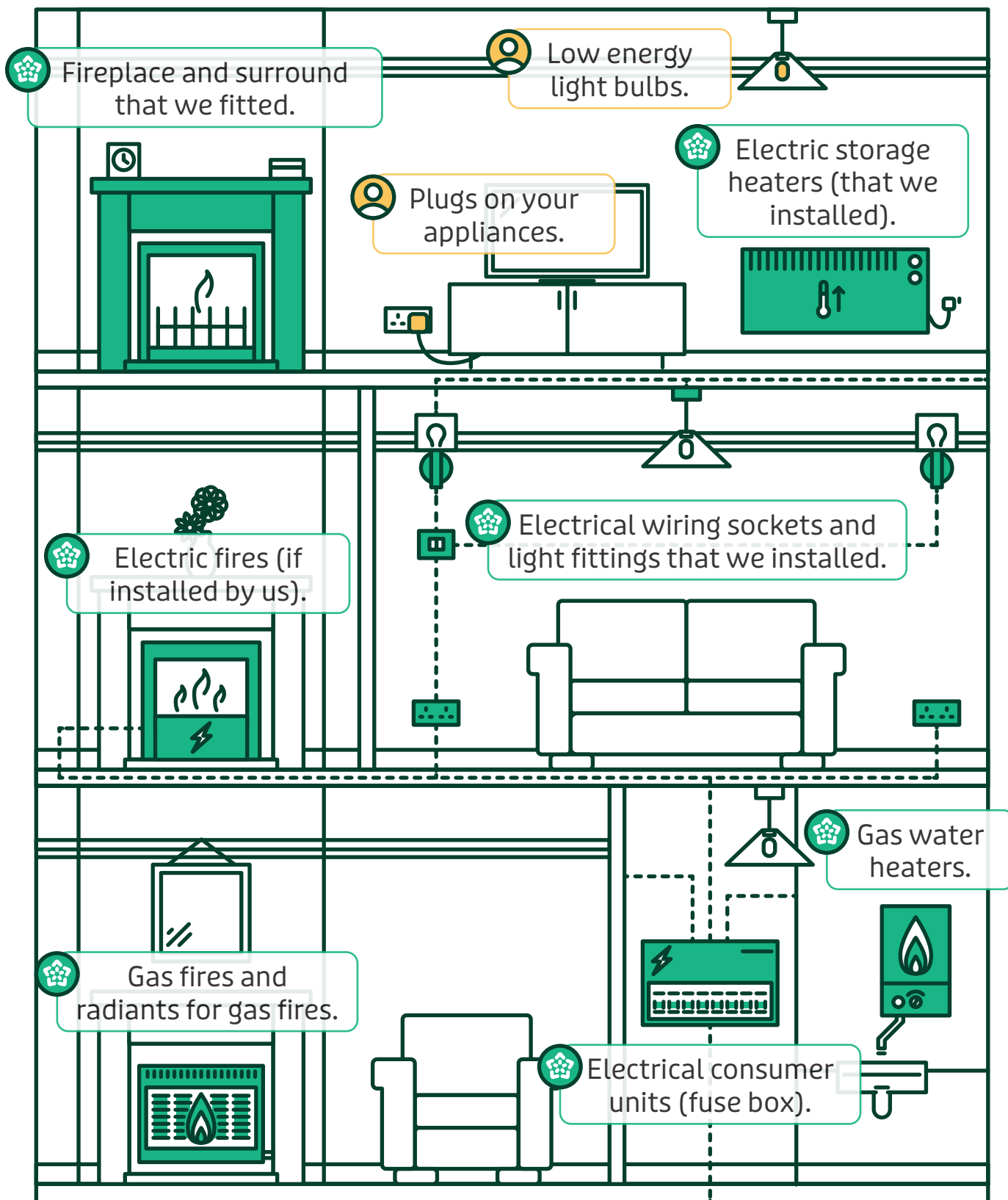


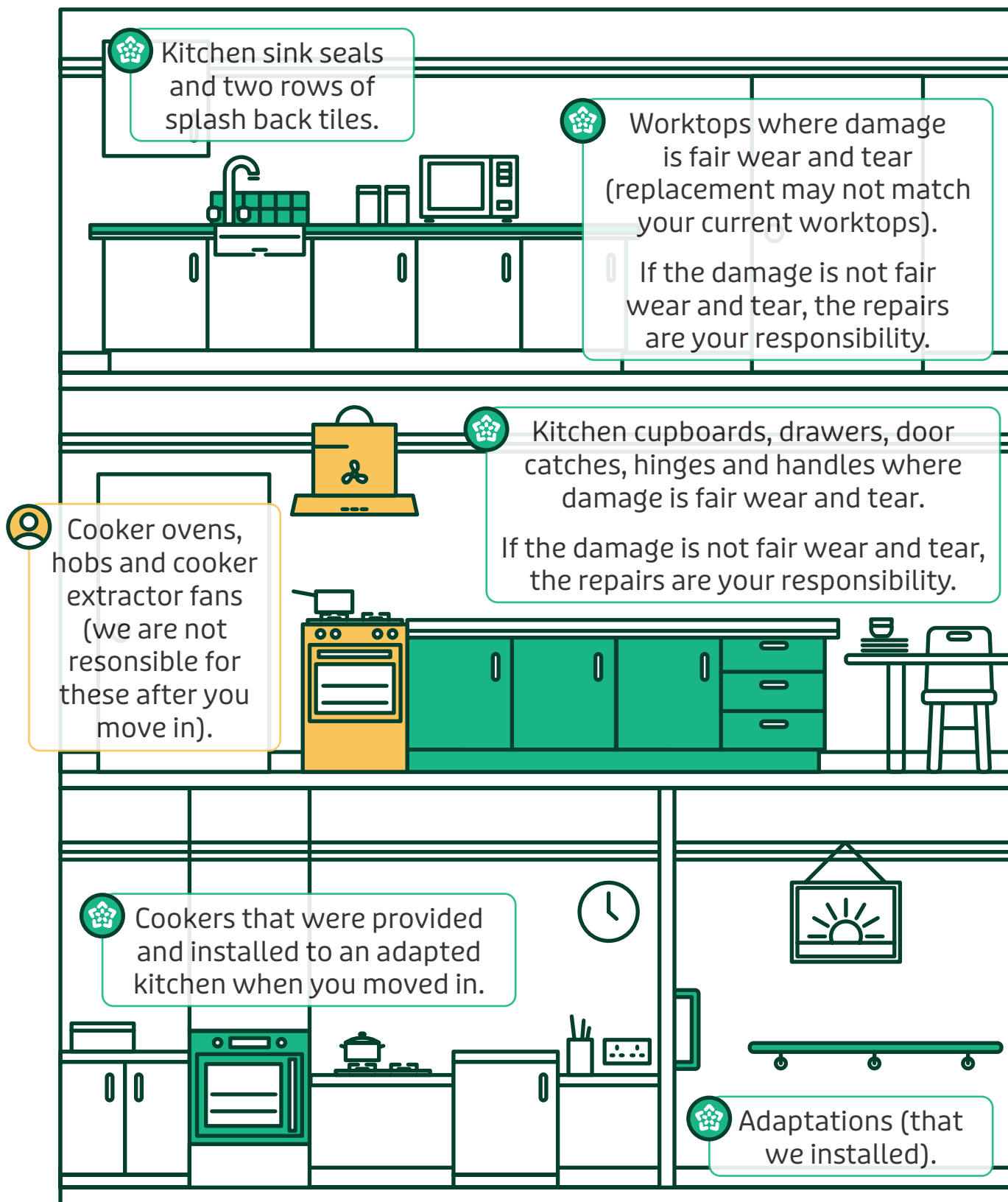


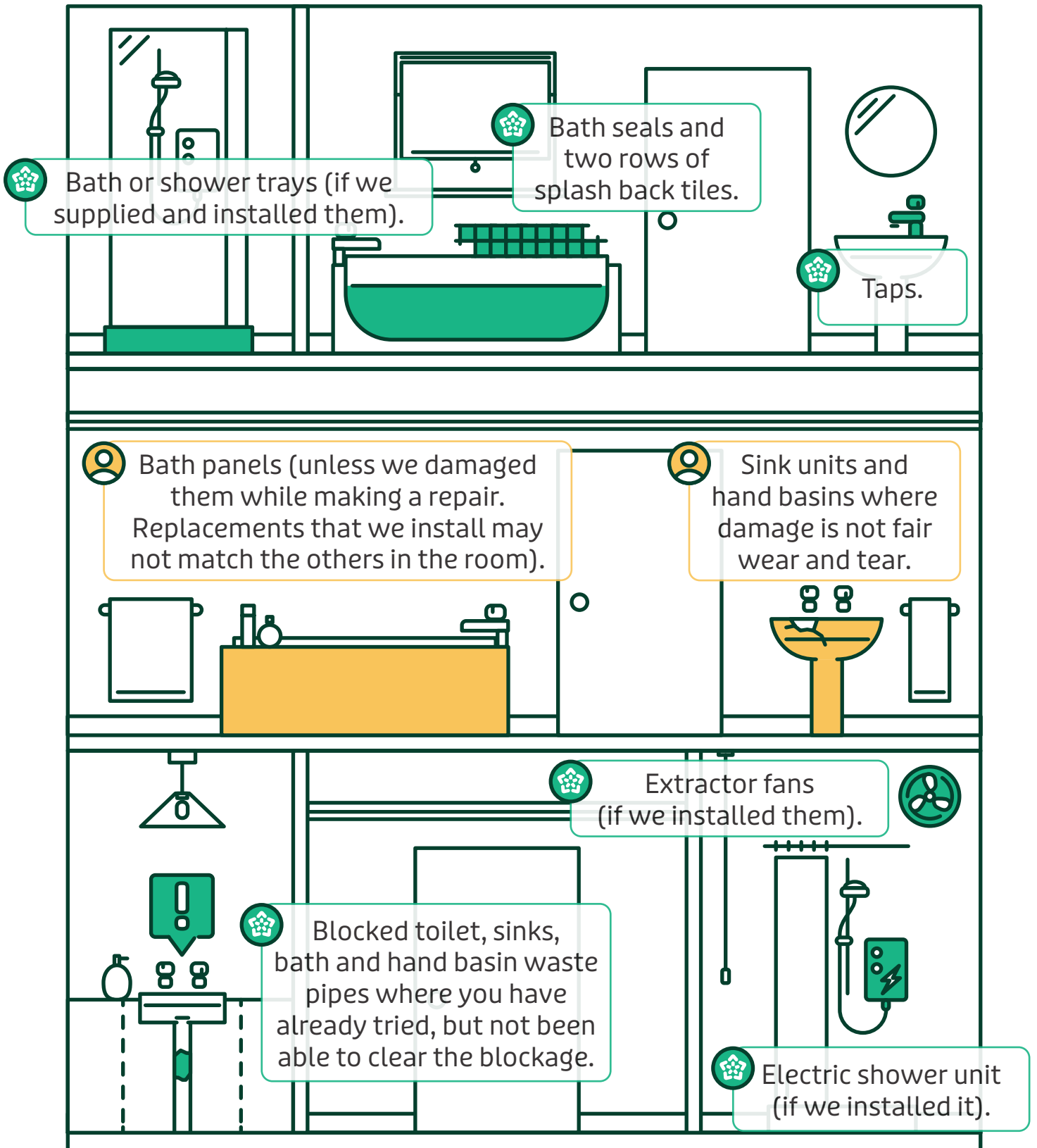
The inside of your home

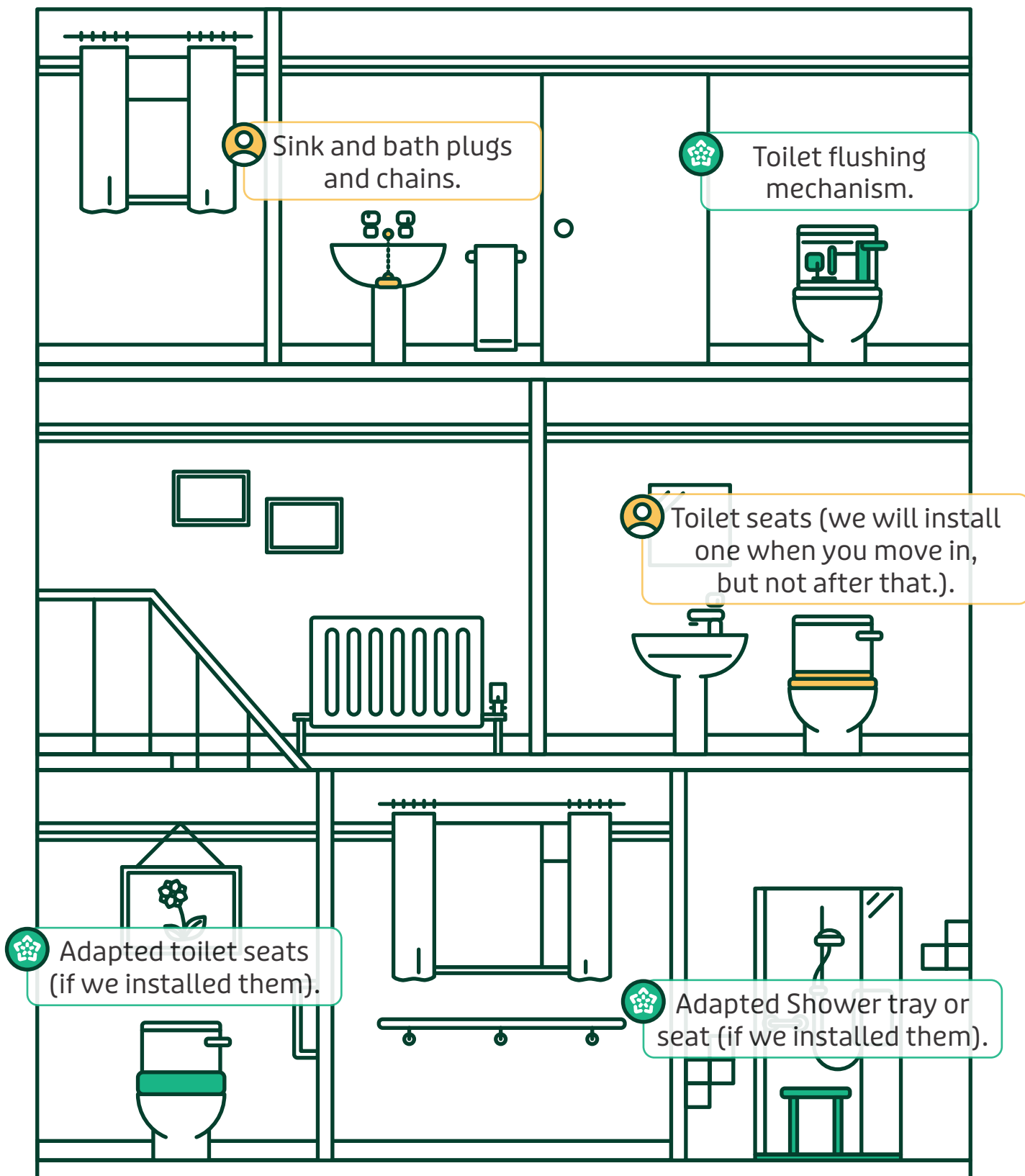












Vico Homes



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This document is also available electronically at vicohomes.co.uk



This document is also available in other formats on request.



0345 8 507 507 - Text Relay calls welcome. Calls may be recorded for training purposes.



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