



## Our repair responsibilities and quality standard

We want our homes to be warm, safe, secure and a comfortable place to live.









Here's a list of our standard repair responsibilities, explaining who's responsible for what. It also provides guidance on the quality of repair to expect. We've shown what we'll do and what's your responsibility by using the following symbols:



















	
VIVID's responsibility	Customer's responsibility

*We're aware that there can be differences in repair responsibilities in some of our tenancies/leases or when a new build home is in the defect period. Where there are differences, the repair responsibilities outlined in your tenancy/lease or defects arrangements will take priority.*



















### Some things to remember.....























- Sometimes our wait times are longer than we'd like. If you carry out repairs yourself or employ your own trades person, we won't reimburse you.
- Please [let us know](#) as soon as you notice a repair and, where possible, take appropriate action to stop it getting worse.
- You're responsible for repairs caused by neglect or by accidental/intentional damage, including damage caused by household members or visitors.
- If we complete a repair that is found to have been caused by you or your household member/visitor, we'll recover any costs from you.
- We'll try to repair items rather than replace them, whenever possible. We only replace items where a repair is not possible or economical.
- Where a replacement is needed, we may do this work as part of our [planned maintenance programme](#) – this may mean we make the repair safe while we wait for replacement works.
- If you want to make alterations to your home, please [let us know](#) beforehand so we can check you have all information you need to do this safely.
- Anything you've provided or fitted yourself will be your responsibility to repair and maintain, unless we've agreed in writing to do so.
- You're responsible for insuring your personal belongings. [Click here](#) for more information.
- Our communal repair responsibilities may be different where the building is run and managed by a managing agent.
- The costs of any repairs for leaseholders and shared owners will be recovered through service charges.



















Repair type	Rental customers	Homeowners (incl: leaseholders and shared owners)	Our quality standard
<b>Repairs inside your home</b>			
<b>Basins and sinks including pedestals</b>			
Faulty taps (including outside taps)			If we need to replace a tap, we'll try to match it to your existing taps. If this isn't possible, we'll only replace the faulty tap.
Blockages (single sink / outlet)			<p>Customers should make every effort to clear blockages themselves. This may include using a plunger, hot water and washing up liquid. Please be careful using any chemicals to clear blockages and if we do visit after this, let us know.</p> <p>If you are a tenant (or a leaseholder/shared owner in a flat) and have sewage coming out of a drain, the toilet, bath or sink, or if the toilet and another item are blocked we will attend. For blockages where the sink/basin and bath are blocked, the customer should be able to clear these with off the shelf drain cleaners. For other blockages in tenant's homes, if you've made every effort to clear the blockage or it keeps occurring, we'll attend to repair. (eg, using plunger, hot water and washing up liquid, off the shelf drain unblockers). We'll also attend if the blockage is caused by faulty pipework (for rental customers or where the lease specifies).</p> <p>With all blockages, if we find it to be caused by you, we may recharge.</p>
Plugs and chains			The exception to this is the pop-up waste ('twist and pop') plugs in rented new build homes.
Basin/sink including pedestals (loose, cracked or broken)			We won't repair any cosmetic chips and cracks, and if we need to replace the basin/sink we'll try to match it as close as possible to the rest of the bathroom suite.
<b>Baths, showers, and toilets</b>			
















Toilet seats			We'll only carry out repairs if the toilet seat was fitted as part of a disabled adaptation or is specialist equipment.
Shower curtains			
Toilet bowl, cistern etc			
Bath (inc. sealant and leaks)			We won't repair any cosmetic chips in a bath. If we need to replace one item (e.g. the bath) we'll try to match as close as possible to the rest of the bathroom suite.
Shower			If a replacement shower is needed, we'll replace with a standard item.
Shower hose, shower head rail and shower heads			
Shower screen (glass)			We may replace a glass shower screen with a curtain and rail. You'd then be responsible for the shower curtain. Where we do replace shower screens, we'll replace with a similar item unless there's a specific requirement due to disabilities.
Shower curtain pole			
Toilet blockages			If you've made every effort to clear the blockage, we'll attend to repair. We'll also attend if the blockage is caused by faulty pipework (for rental customers) or if multiple sinks/outlets are blocked. If we find it to be caused by you, we may recharge. Boiling water, washing up liquid and a plunger work well. Please be careful using any chemicals to clear blockages and if we do visit after this, let us know.

















**Internal doors, intercoms, and floors**

Internal doors, door frames and skirting boards			We do not repair or replace damaged internal doors. Where we need to replace door handles, we'll replace with standard items, which may differ from those originally installed.
Intercom systems			There will be a re-charge for broken or damaged handsets.
Excessively loose floorboards			We'll only repair loose floorboards if they are a trip or slip hazard.
Floor covering and finishes, including laminate flooring.			We're responsible for floor coverings in bathrooms and kitchens in rented homes. We don't replace them due to cosmetic damage unless the damage is causing a trip or slip hazard. All other floor coverings are your responsibility.
<b>Kitchens</b>			
Kitchen worktops			We don't replace worktops due to cosmetic damage or if they're damaged by you. If we need to replace part of your worktop, we'll try to match it as closely as possible to the existing worktop. We'll join worktops using metal running joints.
Kitchen units, unit doors and drawer fronts			If we need to replace a unit door or drawer front, we'll try to match it as closely as possible to your existing kitchen. If this isn't possible, we'll only look to replace the faulty unit doors and drawer fronts.
Kitchen unit handles			If we need to replace handles, we'll do so with standard items, which may not match the existing handles.
Cosmetic damage			You may be recharged for damage to items (such as scored worktops from not using chopping boards).
<b>Electrics including lighting</b>			
Lightbulbs			For our rental customers, if the light is in a sealed unit we may assist if you have no one to help and/or if you're vulnerable.



















Smoke and carbon monoxide monitors alarms (battery or mains fitted)			
Electric wiring. This includes plug sockets, light fittings, switches and fuse box/consumer unit			If your plug sockets are surface mounted, we'll continue to fit surface mounted sockets if we need to replace them as part of a repair. Any replacement light fittings will be standard pendant.
Resetting trip switches			
Integrated appliances or appliances provided by us (where these have not been gifted)			Typically, white goods are only replaced or repaired if we've supplied them in market rental properties. It will be specified in your tenancy agreement.
Cooker hoods			You're responsible for replacing any cooker hood bulbs and filters.
Extractor fans / Ventilation units			You're responsible for wiping or vacuuming dust off the external parts of these.
<b>Heating, hot water and water services</b>			
Primary heating systems, gas and water pipes, water heaters (including radiators)			We may recharge you if we believe radiators/valves have been damaged due to misuse.
Bleeding radiators			
Cold water tanks			
Limescale			You're responsible for cleaning your taps/shower head/sinks/baths to prevent build-up of limescale.
<b>Walls, ceilings, and stairs</b>			
Major plasterwork repairs/cracks in walls, floors and ceilings			We'll make the surfaces decorative ready (this will include a mist coat) and provide decoration vouchers if damage is



















			because of a water leak that we're responsible for (in line with our compensation framework).
Minor cosmetic cracks or damage to walls, floors, and ceilings			We'll carry this work out if your home is a new build and under a defect period.
Decorating			You're responsible for decorating the inside of your home. This includes filling any small cracks or holes. We'll do major plaster repairs.
Staircases, stair rails etc in your home			
<b>Pest control</b>			
Ensure any infestations are removed from the home			We may be responsible for pest control for some old tenancies, so please check your tenancy if this is the case. We may also assist with cases of serious pest issues - these will be referred to your Neighbourhood Officer for investigation.
Fill any holes allowing rats or mice to get you're your home			We may be responsible for some leaseholders, so please check your leases.
Pest control in communal areas or where pests in internal communal area have entered customer home			
Pigeons			We aren't responsible for clearing up pigeon guano from balconies or gardens, or for pigeons roosting on balconies or on sky dishes etc.
<b>Damp and condensation</b>			
Structural damp (e.g., rising damp, penetrating damp)			We may be responsible for this for some leaseholders, so please check your leases. Shared owners and leaseholders will need to get their own damp survey if they're experiencing issues and if the cause is something we're responsible for we'll repay the costs of this survey.
Managing day to day condensation			We may be responsible for this if you've still got a problem despite doing all the right things.



			Please find more advice on our website or contact us for an appointment with our specialist Damp and Mould team who can support you.
<b>Repairs outside of your home</b>			
<b>Doors and windows</b>			
Front and back doors, including locks and associated fittings (e.g., handles, letter boxes).			Please make sure door hinges and locks are regularly oiled. Should the door be damaged due to police needing to force entry, you'll be responsible for the costs to repair or replace.
Communal doors, locks and door entry systems			
Replacement keys or door entry fobs			You'll need to get in touch with us for replacement/extra communal fobs but there will be a charge per fob. If you lock yourself out or snap your key, you're responsible.
Garage doors and brick outhouses		 (unless you hold a separate garage tenancy)	We don't guarantee that the inside of a garage is dry, please do not use it for storing items that may become damaged if cold or damp.
Glass/Glazing in your home			You may be re-charged if the glass was damaged. Please keep a police incident number if the damage is due to a crime or domestic incident.
Communal Glass/Glazing			
Window frames and associated fittings such as hinges, handles, locks and window restrictors.			You're responsible for ensuring window hinges are regularly oiled. Please periodically check your window restrictors and let us know if they are faulty.
Misted / Blown windows		Check your lease	Any window units needing replacement, may be placed onto a planned (glazing) programme, to ensure we deliver a more efficient service to you. For leaseholders - if your lease states we're responsible, please be aware that the works will appear in your service

			charge (unless it's covered by your sinking fund for planned replacement).
<b>Satellite dishes and aerials</b>			
Satellite dishes and aerials installed by customers or gifted on individual homes			Make sure you have permission before installing any satellite dishes or aerials.
Communal aerials			You're responsible unless stated in your tenancy agreement, deed, or lease.
<b>Fences, walls and private gardens</b>			
Dividing walls or fences between neighbouring VIVID properties.			You're responsible unless stated in your tenancy agreement, deed, or lease.  Where we're responsible, we will fit 3ft chain link fencing as standard.
Dividing walls or fences that adjoin land that is owned by someone else, where the Land Registry shows it's VIVID's responsibility		Check your lease/land registry	We will fit 3ft chain link fencing as standard.
Boundary walls and fences (i.e., those that are next to land we don't own, next to footpaths, public land, rights of way, garage access ways or unadopted highways), or in our communal areas.		Check your lease/land registry	Typically, we'll install 3ft chain link fence, if we're responsible for these. Where the boundary is onto a busy highway we may install close board fencing, no higher than 6ft
Cutting grass, maintaining flower beds, pruning trees within private gardens			Please seek our permission before removing any trees
Patios and decking, not installed as part of a disabled adaptation.			We will remove (and not replace) any unsafe patio/decking not installed by you.
Water butts and washing lines (non-communal)			
Tree stumps			We won't remove tree stumps that are in gardens
<b>Drains, gutters and pipes</b>			



Blocked drain within property boundary where this is not the responsibility of the water company			
Blocked drain in communal area			
Gutters and downpipes (repair and cleaning)		 (Unless communal)	
<b>Building structure</b>			
Roof, foundation, and outer walls		Check your lease	
Chimneys, chimney stacks and flues.		 (Unless communal)	
Primary pathways, steps and other entrances into your home or communal areas		 (Unless communal)	We will use standard paving
Meter cupboard doors		Check your lease	Some meter cupboards may be responsibility of utility company, if this is the case, we will let you know, at the time of our visit
<b>Communal areas/other services</b>			
Communal heating systems			
Lighting/electrics			
Communal washing lines			

Smoke detectors, fire alarms, vents, and extinguishers			
Staircases, walls, ceilings, floors and rendering.			We will redecorate to the areas where we have undertaken plastering repairs to communal walls and ceilings.
Communal gardens			Unless it's the responsibility of a management company.
Septic tanks, where provided by VIVID			
Rubbish and fly tipping in communal areas			
Solar panels, heat pumps and water pumps			We may be responsible for this for some leaseholders, so please check your leases.
<b>Sheds, garages, and stores</b>			
Sheds (unless gifted to the customer)			All timber sheds are 'gifted' to our customers, so they're your responsibility. If a solid shed (brick/concrete) is damaged, we may remove it, but may leave the concrete base if this is sound. We don't guarantee the inside of a shed is dry, so please don't use for storing items that may become damaged if cold or damp.
Garages and stores that we have provided		 (unless you hold a separate garage tenancy)	We don't guarantee that the inside of a garage or external store is dry, please don't use for storing items that may become damaged if cold or damp.
House additions not added by VIVID (i.e., lean to, conservatory or an added extension), unless gifted to the customer.			If these structures come to the end of its life or are deemed unsafe, we won't always replace them and may choose to remove them.

Driveways			<p>We'll make safe any health and safety issues or trip hazards. We won't complete any cosmetic repairs or light cracking and we won't replace entire driveways. Some unevenness is expected on a driveway, especially if the surface is soft, or where a vehicle may be parked. This will not be deemed as wear and tear and is your responsibility.</p>
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