

Quick Read: Repairs and maintenance

As a landlord, My Space is committed to providing decent, safe homes for our tenants. We ensure that the properties we manage, meet all legal housing standards and that they are kept in a reasonable standard of repair.

Many ongoing repairs are the responsibility of My Space. Our tenants have some responsibilities, too.

Our responsibilities

My Space is responsible for **repairs outside your home**, including:

- Roof
- Painting and plasterwork
- Chimneys and chimney stacks (not chimney sweeping)
- Pathways, steps, ramps to your building
- Garages and outbuildings that are part of your property
- Fences and gates in the boundary to your home
- Communal gardens and open spaces
- External walls, doors and windows

Spotlight: Smashed glass will only be replaced if it is a result of a crime and there is a crime reference number, but we will ensure a window is safely boarded up.

My Space also looks after any **shared spaces inside** your building, such as floors, stairs, landings and entrance doors. And we are responsible for **these repairs inside your home**:

- Water pipes and tanks
- Gas pipes
- Electrical wiring
- Electrical sockets and switches
- Smoke detectors light fittings (but not plugs or appliances which are not supplied by us)
- Baths, basins, sinks, toilets and flushing systems
- Water heaters, boilers, radiators and central heating

- Fireplaces and fitted fires (but not those we have not installed.)
- Skirting boards, architraves, floorboards, internal doors and frames
- Plastering

Spotlight: My Space is committed to monitoring and responding to damp and mould in the homes that we manage. You can learn more about this policy in our Damp and Mould Quick Read.

Spotlight: We do not accept any liability or responsibility for items installed or belonging to our tenants. It is strongly recommended that you obtain home contents insurance for peace of mind in the event of fire, theft, vandalism or any other risk to your personal possessions and furniture.

Your responsibilities

- Repairs, maintenance and replacement as set out in your tenancy agreement
- Keeping your home clean, in good condition and well decorated
- Maintaining any gardens or yards which are part of your property and keeping these areas tidy
- Providing access for our contractors, staff members or appointed specialists to inspect, repair or improve your home and to carry out essential safety checks.

Spotlight: If you or your visitor causes deliberate damage to our properties, shared areas or the fixtures and fittings in our homes on, you will be asked to pay for necessary repairs.

How to report a repair

- You can talk to our housing team during a support visit or property inspections or at any time during working hours
- Call our head office (01204 694154) out of working hours
- Email info@myspacehousing.org
- Write to My Space Housing Solutions (Head Office), Elterwater Suite, West Entrance, Paragon House, Paragon Business Park, Chorley New Road, Horwich, Bolton BL6 6HG

Timescales for repair

We have three categories of repairs:

Emergency – these are repairs to stop something harming you or your home.

Urgent – these repairs are not an emergency but need to be fixed quickly.

Routine – general tasks which do not put your health, safety or security at risk and can wait a short while before being carried out.

You do not need to decide which category of repair you are reporting. We will work that out for you and respond accordingly. To help you, here are some examples of repairs and their timescales.

Category	Timescale	Example
Emergency	Same day or within 24 hours	• Completely broken/blocked toilet and no alternative toilet in the property • An uncontainable leak • No heating or hot water during winter months • Unsafe electrical situation • Door / window repair that leaves property unsecure
Urgent	5 days	• Blocked drain with no impact/backflow into property • Leak that is containable but requires regular emptying of a container. • Communal entrance doors won't lock or are not secure • Intermittent issues with heating, hot water or lighting without total loss • Broken door or window that does not affect the security of your home
Routine	30 days	• Dripping tap • Carpet lifting – no potential trip hazard • Replacing fencing or boundary • Noisy or raised floorboards where there is no trip hazard • Replace or re-fit curtain pole

Spotlight: Tenants are not permitted to make alterations to their property. If you would like to partially or fully redecorate your home, you must get written permission from My Space before you start.