



KING WEST

A repairs and maintenance guide for tenants



The King West Lettings and Property Management team is committed to ensuring repairs and maintenance are handled promptly and reliably. This guide outlines the different types of repairs, our responsibilities as your managing agent, and how you can help keep your home in good condition.

Repair Categories & Reporting

To ensure issues are dealt with promptly and reliably, it is useful to categorise repairs as **emergency**, **priority** and **routine**. Please read the guidance on the categories of repairs and general responsibilities. If you have any questions please call or email us.

Email: lettingsMH@kingwest.co.uk

Office hours: 01858 435970

Out of hours: 07834 178746

Office hours:

9am – 5.30pm Monday to Friday

9am – 12.30pm Saturday

The out of hours number will be checked periodically outside of working hours, weekends and holiday periods. Please leave a message with your full details. We will aim to respond within 12 - 24 hours.

Emergency Situations - Gas

If you smell gas or suspect a leak, do not delay. Call the National Gas Emergency Service immediately on 0800 111 999 (24 hours, free).

Textphone (minicom): 0800 371 787.

British Sign Language (BSL) users can contact the service free of charge via Convo (formerly SignLive).

Emergency Repairs

Repairs that present a risk to life, serious damage to the property, or compromise your health, safety, or security.

Examples include:

- Gas leaks or blocked flues – please see special note regarding gas leaks.
 - Major water leaks or burst pipes which cannot be controlled by using the stopcock.
 - Complete loss of power supply (not due to power cut).
 - Unsafe or dangerous electricity fittings supplied by the landlord.
 - Broken WC if unusable and no other WC available.
 - Missing manhole cover if dangerous.
 - Blocked or overflowing main drains or sewers where there is a health risk.
 - Damaged external doors or windows including locks which leaves the property insecure or is a danger to life and is the landlord's responsibility.
 - Serious roof leaks.
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Priority Repairs

Repairs that, if not dealt with promptly, may cause inconvenience.

Examples include:

- Heating failures or full system breakdowns (especially in winter).
- No hot water.
- Electrical defects including faulty sockets, switches or wiring.
- Partial loss of electrical power (not caused by tenant appliances).
- Faulty smoke alarms.
- Partial loss of water supply.
- Essential plumbing issues including minor leaks, overflows, taps that cannot be turned off, or blocked sinks, basins and baths.
- Broken WC (where another toilet is available).
- Faulty extractor fans in kitchens or enclosed bathrooms.
- Damaged external doors, windows or locks that do not pose an immediate security risk.

Routine Repairs

Non-urgent repairs that do not pose a health or safety risk.

Examples include:

- Landlord-supplied appliances not working (e.g. oven, washing machine, fridge freezer).
 - Non-urgent defects to heating or hot water systems.
 - Defective roof tiles or chimney pots.
 - Leaking gutters.
 - Faulty intercom or entry handset.
 - Minor appliance faults.
 - Defective flooring.
 - Minor plumbing issues such as dripping taps or shower faults.
 - Minor plaster defects to walls or ceilings.
 - Joinery repairs including kitchen fittings and easing doors/windows.
 - Re-securing property fittings and furnishings.
 - Garden maintenance issues such as fencing, walls and paths.
 - Non-urgent masonry repairs.
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Maintenance Responsibilities

As your letting agent, we have a legal duty to carry out certain repairs and maintenance when these are needed.

We expect that as time passes, normal wear and tear will occur to your home. If a repair is needed because of your neglect or damage, we may give you notice to make good and in some cases we may carry out the repair on your behalf and then charge you for the cost.

The sections below provide advice on the maintenance of the property.

Our Responsibilities

As your letting agent, acting on behalf of the landlord, we are legally responsible for maintaining:

- The structure and exterior of the property.
- Installations for water, gas, electricity, sanitation, and heating/hot water.
- Annual gas safety checks.
- Electrical installation checks (EICR) every 5 years.

We may also carry out discretionary repairs and routine improvements in certain circumstances.

Tenant Responsibilities

- Keeping the property reasonably clean, tidy and well ventilated.
 - Addressing minor issues where possible and taking reasonable steps to prevent damage e.g. unblocking gutters, not putting grease and fats down the sink, using the heating in winter to prevent burst pipes and minimising fire risks, such as the burning of candles and maintaining your stove, if applicable. See further guidance below.
 - Arranging for an annual chimney sweep and providing the certificate to your agent.
 - Maintaining adequate ventilation to prevent damp and mould. Without effective ventilation, moisture can be trapped in the home and turn into condensation, particularly in the winter when surfaces such as walls are cold.
 - Keeping vents open and clear.
 - Using extractor fans when cooking or bathing.
 - Opening windows to improve airflow.
 - Keeping the property heated in winter.
 - Avoiding placing furniture directly against external walls. (See the Government's Existing Home Ventilation Guide for further information.)
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- Basic garden maintenance (unless your tenancy agreement states otherwise) including cutting grass, trimming bushes, clearing paths, and disposing of rubbish and pet waste. This also discourages rodents.
- Ensuring you have contents insurance for your personal belongings.
- You must provide access for legally required safety checks:
 - Annual gas safety inspection (if applicable).
 - Electrical Installation Condition Report (EICR) every 5 years.
 - Energy Performance Certificate (EPC) updates (usually every 10 years).
- Any other servicing such as oil boiler maintenance.
- Reporting repairs promptly and providing access for contractors at arranged times.
- Checking contractor ID on arrival and ensuring work areas are clear of belongings, pets and children.
- Returning the property in a clean, tidy condition at the end of the tenancy, removing all personal belongings including those in loft spaces.

Open Fires and Wood Burning Stoves

It is essential to follow this guidance, to reduce the risk of chimney fires or damage to your stove and reduce smoke and carbon monoxide.

- Use only well-seasoned, air-dried wood (in stoves or open fires)
- Use approved solid fuels instead of coals (if multi-fuel stove)
- DO NOT burn treated waste wood (eg old furniture, pallets or fence panels) or household rubbish
- Do not stack logs or place any other combustible materials immediately adjacent to the stove.
- Regularly maintain and service your stove (eg annually)
- Get your chimney swept regularly (at least once a year)
- Empty and check the ash can every day.
- Always use a metal non-combustible ash can.
- For open fires always use a fire guard to protect against flying sparks from hot embers
- Report immediately if your carbon monoxide detector is not working or missing.



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