



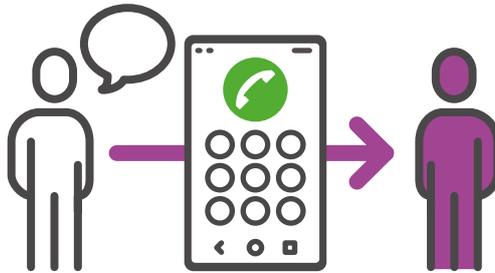
# Who is responsible for maintaining your home



All our employees and contractors carry identification.



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



If you are unsure contact OneCALL **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 our tenants also know what kinds of repairs they will have to do themselves.

We are responsible for all repairs to the property structure, gas, plumbing, electrics and any other area where it is identified as a hazard or a risk to health and safety, however recharges may apply when a repair is necessary due to neglect, negligence or wilful damage. Our tenants decorate their own homes and replace fittings, like batteries in heating controls, light bulbs and internal doors.

Where you request a non-standard repair, this work can be carried out but you will be informed the works are rechargeable. Non-standard repairs relating to gas and electricity will be carried out by us and recharged to satisfy health and safety requirements and current legislation.

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

These repairs are your responsibility:



These repairs are our (WDH's) responsibility:

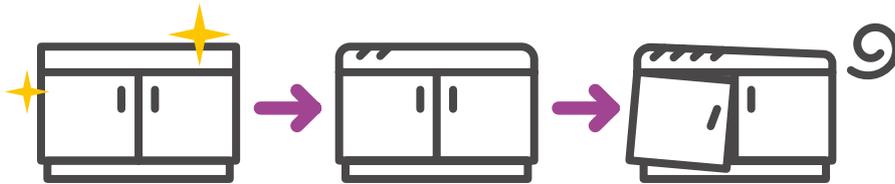


The responsibility for these repairs are shared by you and WDH, this may depend on the type and the reasons for the repair:





## Please note



'Fair wear and tear' is considered to be unavoidable deterioration of an item resulting from normal use from the customer.

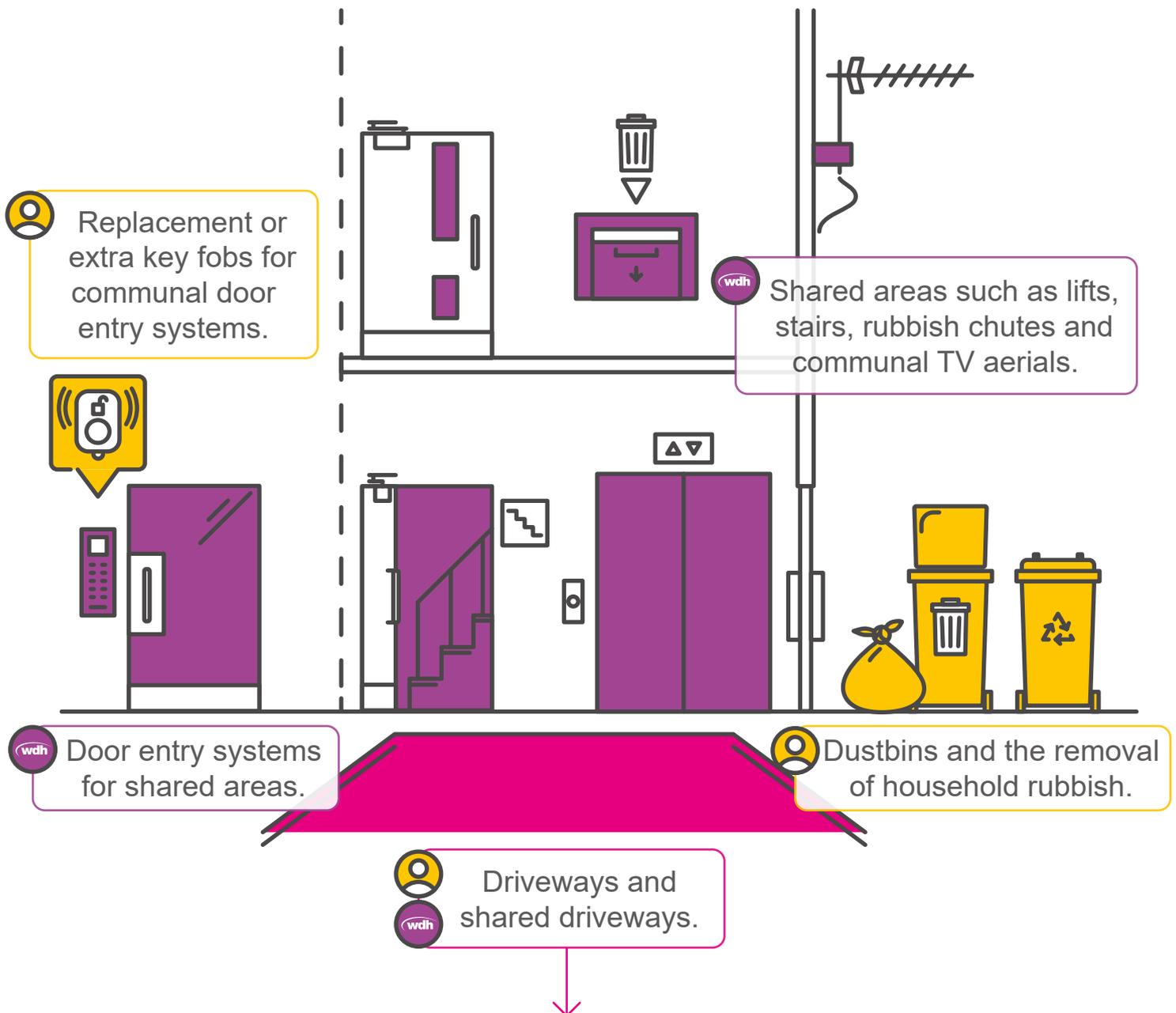


Any repair that may cause a hazard, and a risk to health and safety if not completed, may be carried out by WDH and the tenant recharged.



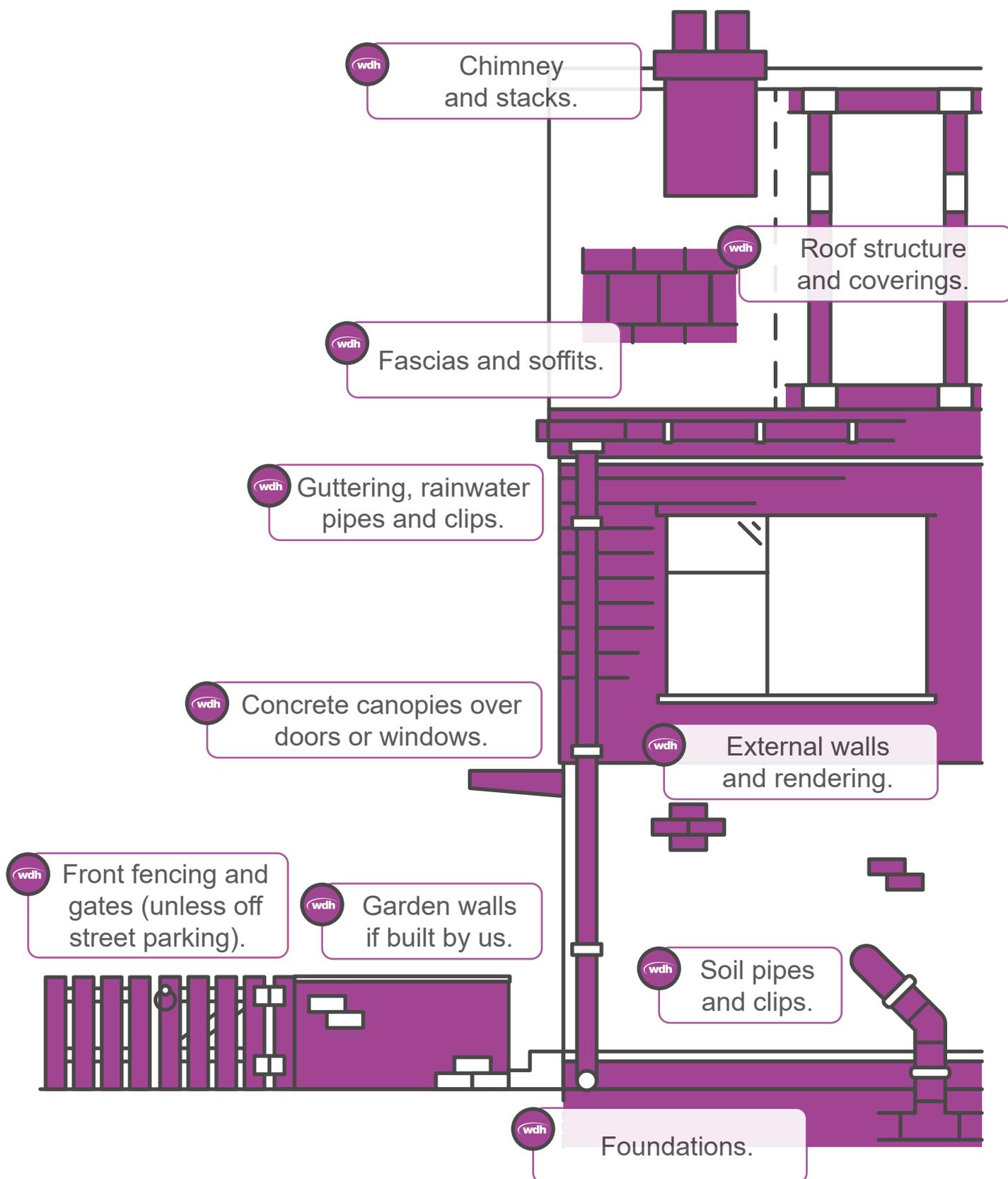
This guide is a list of common repairs and covers all of our different types of home. Your home will not include everything shown or appear as shown in the images.

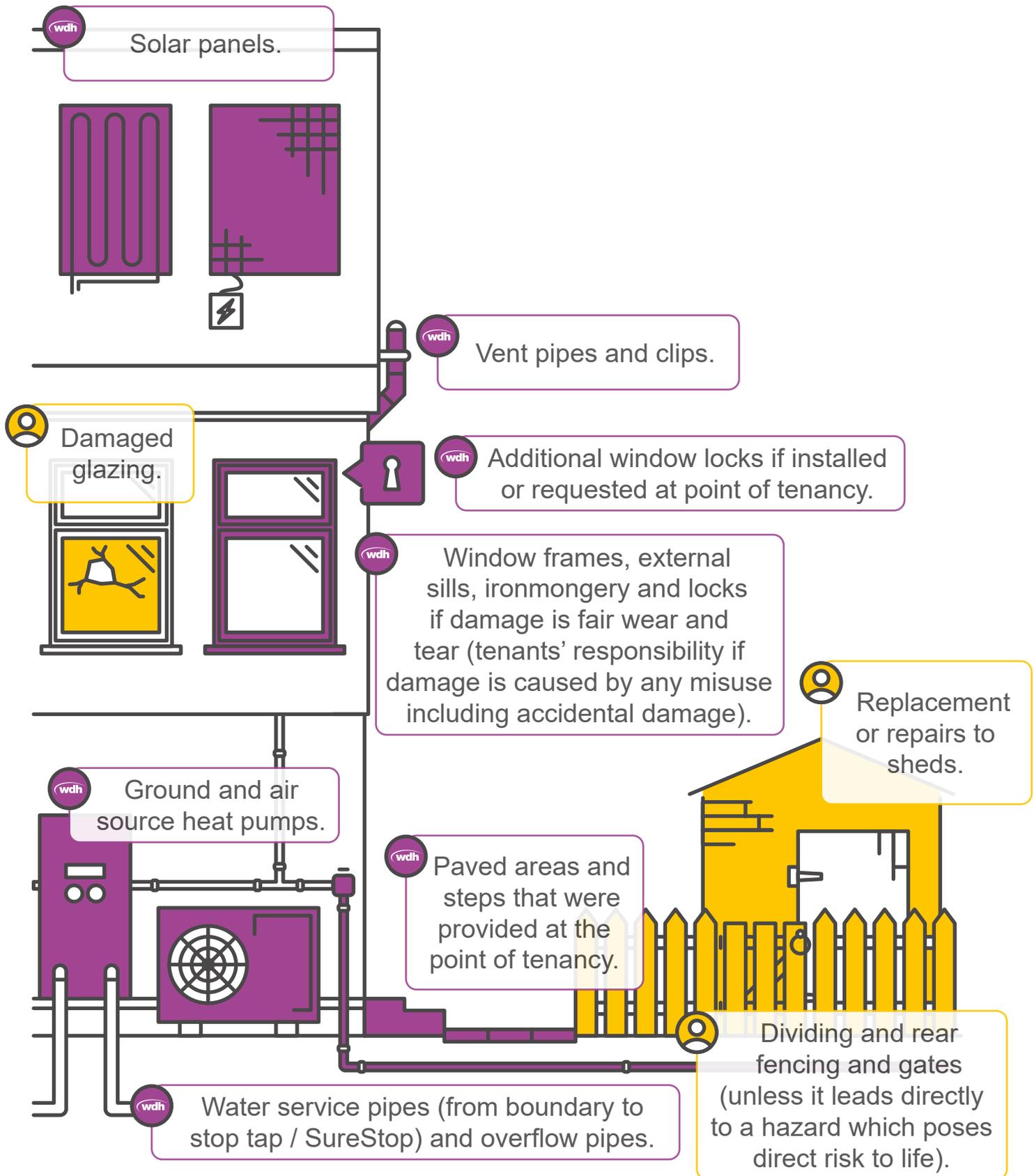
# Communal areas

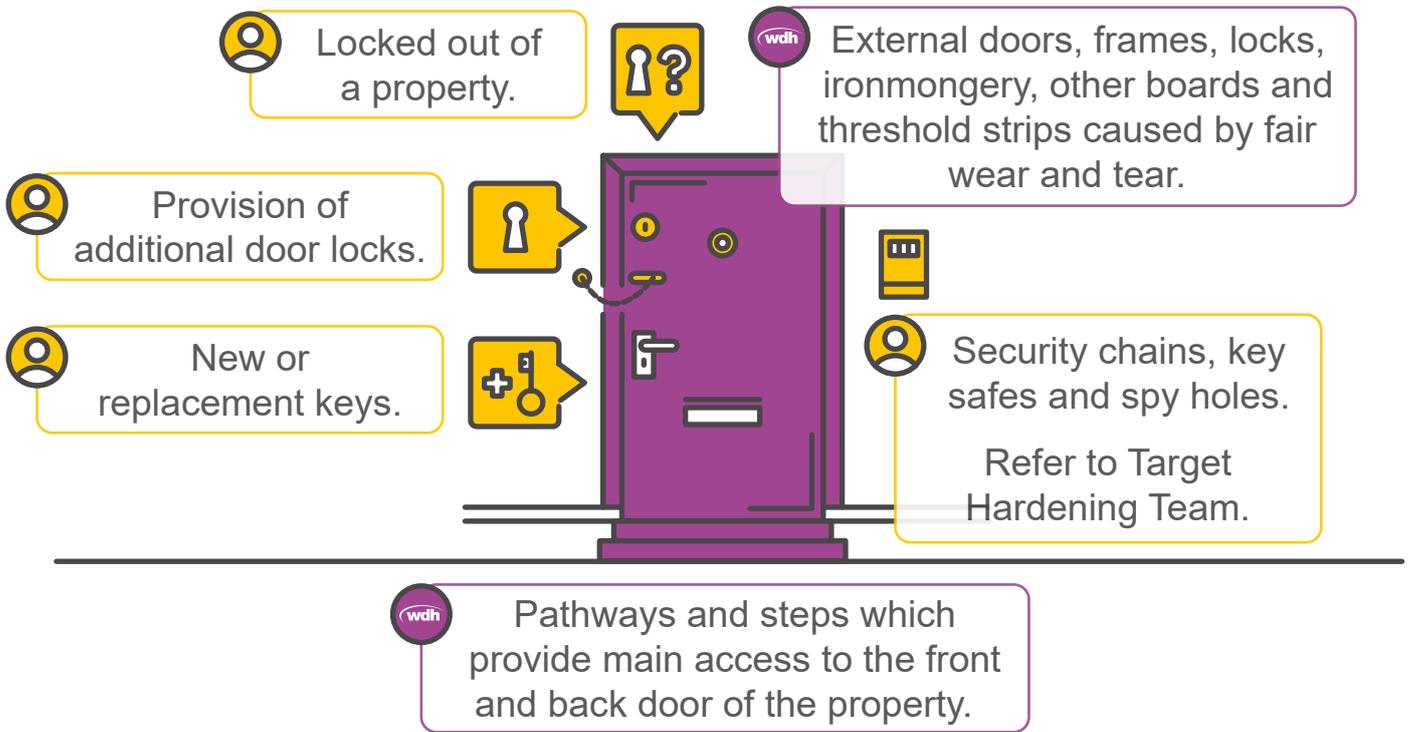


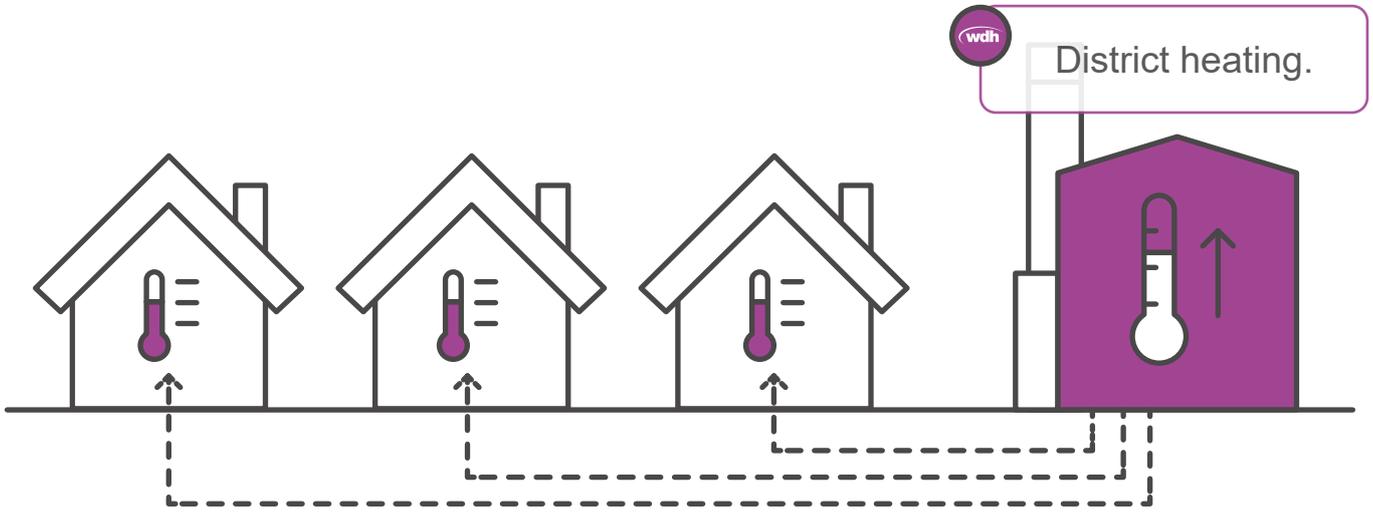
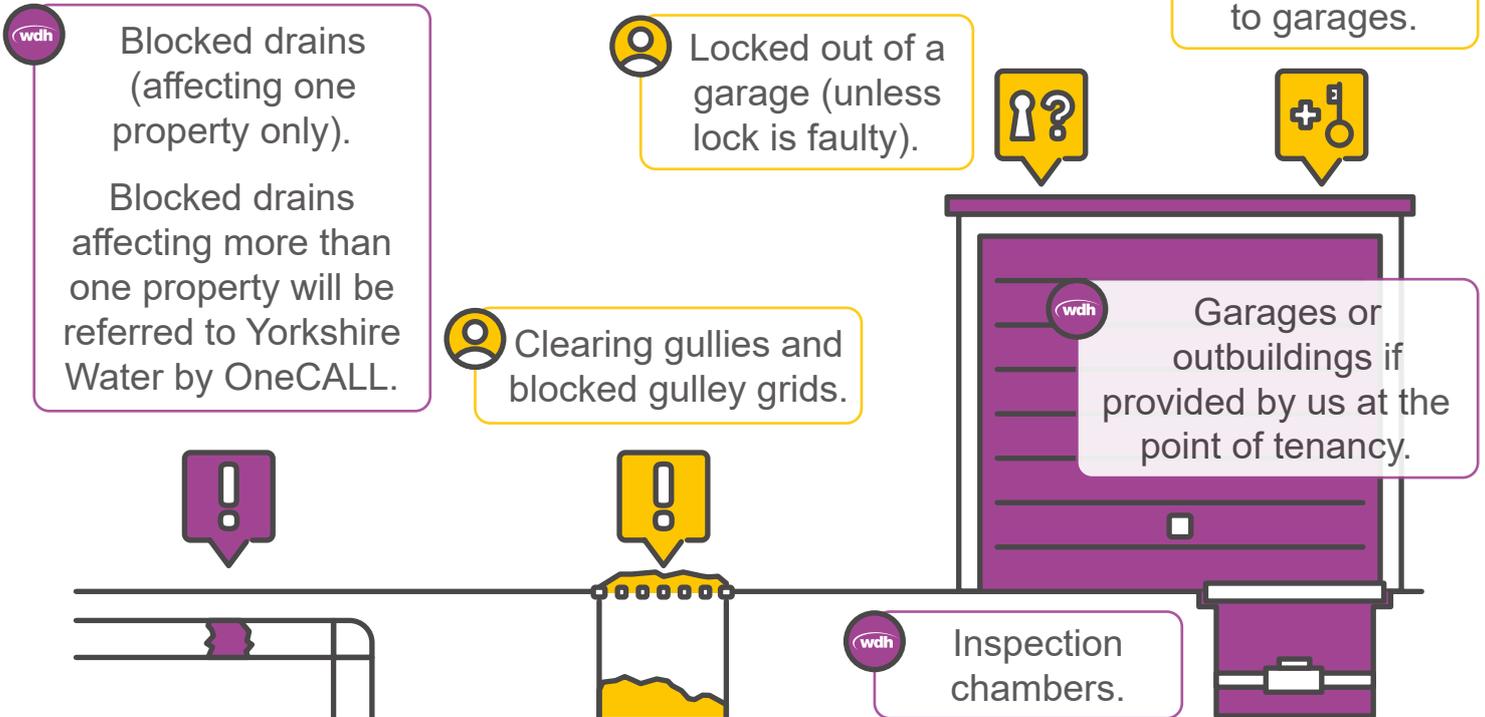
**Please note:** Where permission has been granted for a driveway and we have approved this, any repairing obligation on change of tenancy will fall to us, except in the case of mutual exchange. However, where a driveway has been installed without our permission, we reserve the right to remove and recharge for making good the area or we will recharge an appropriate amount for repairs carried out. Any shared driveways where remedial works have been unavoidable because of health and safety concerns may also be recharged.

# The outside of your home

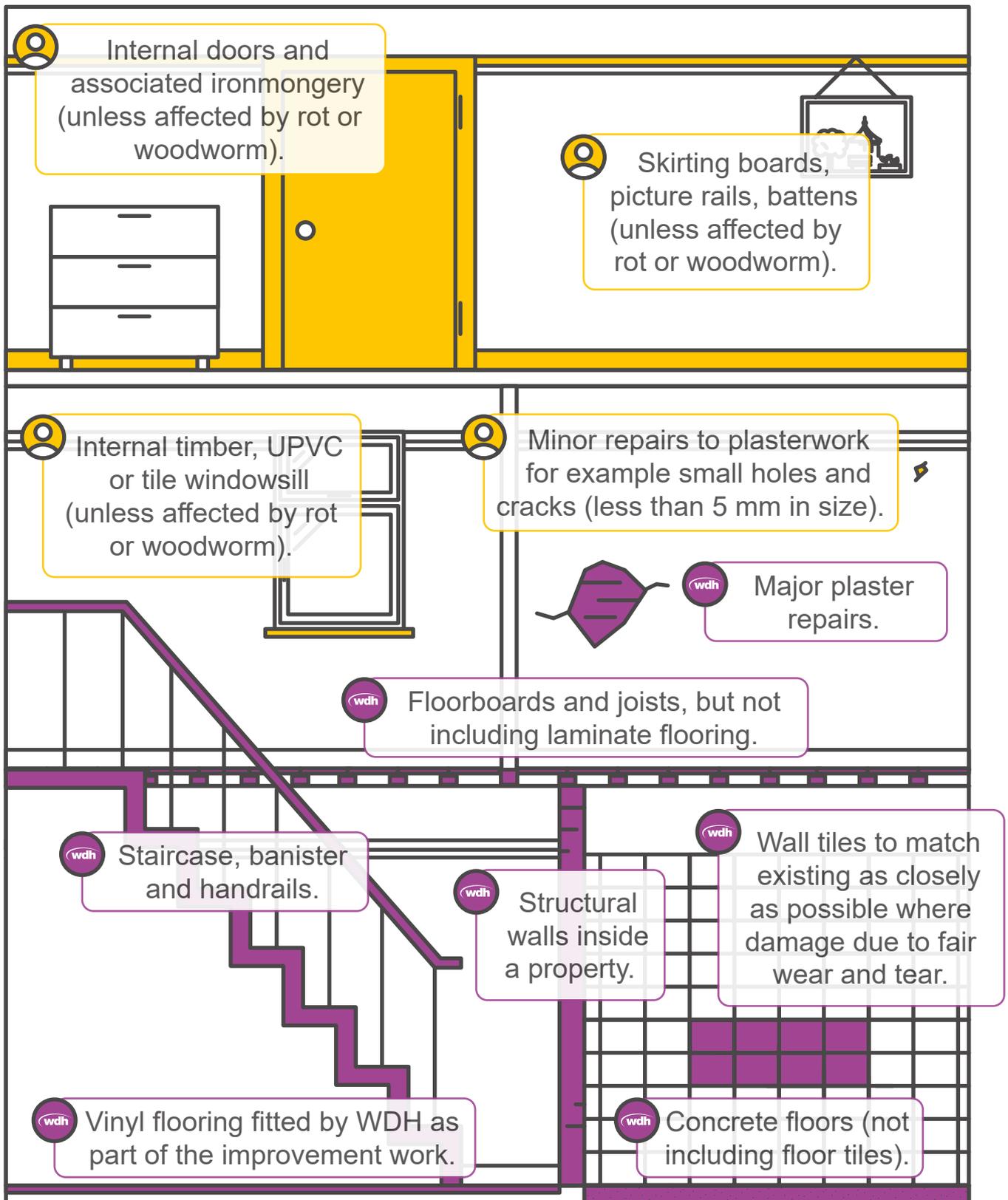


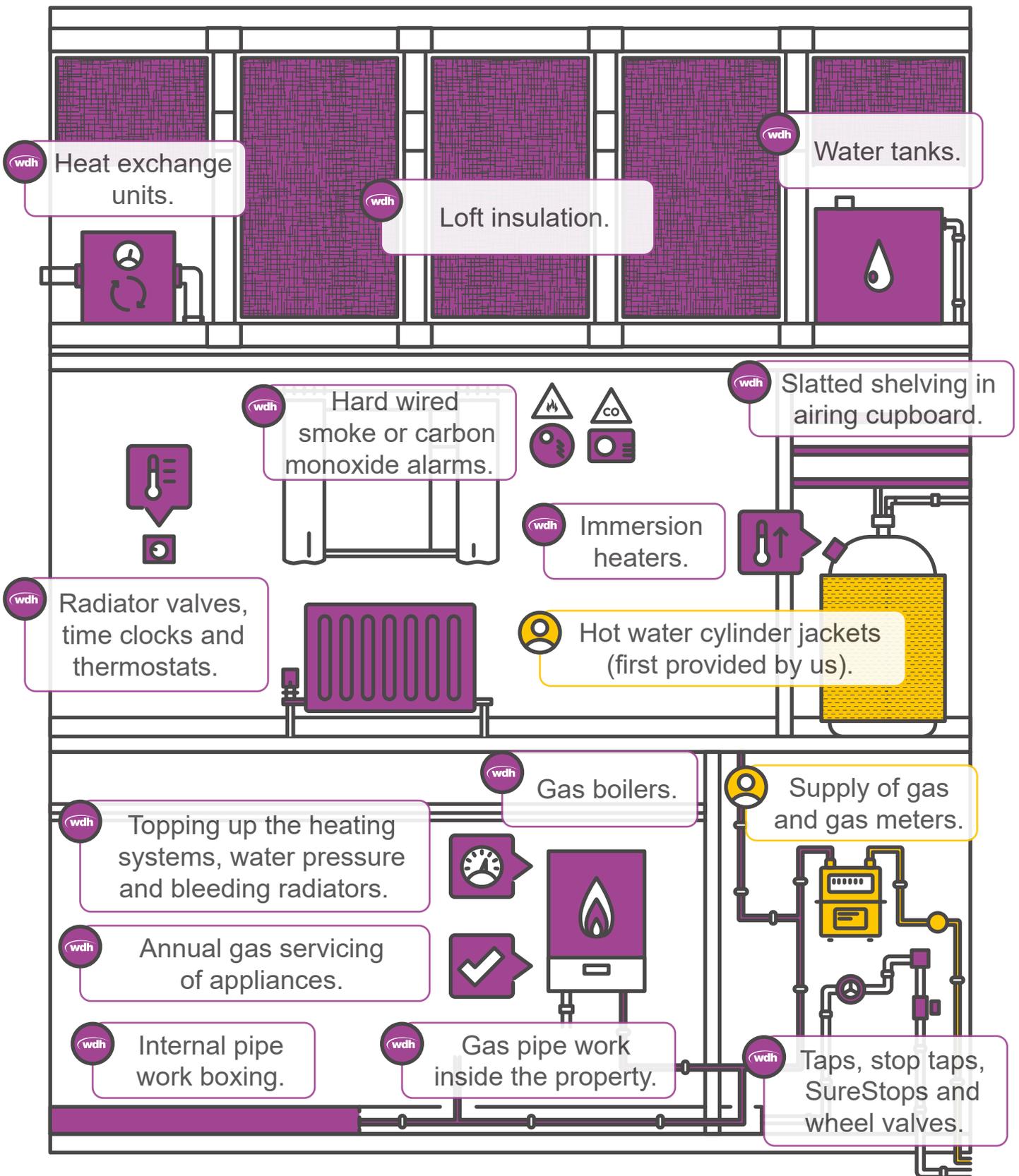


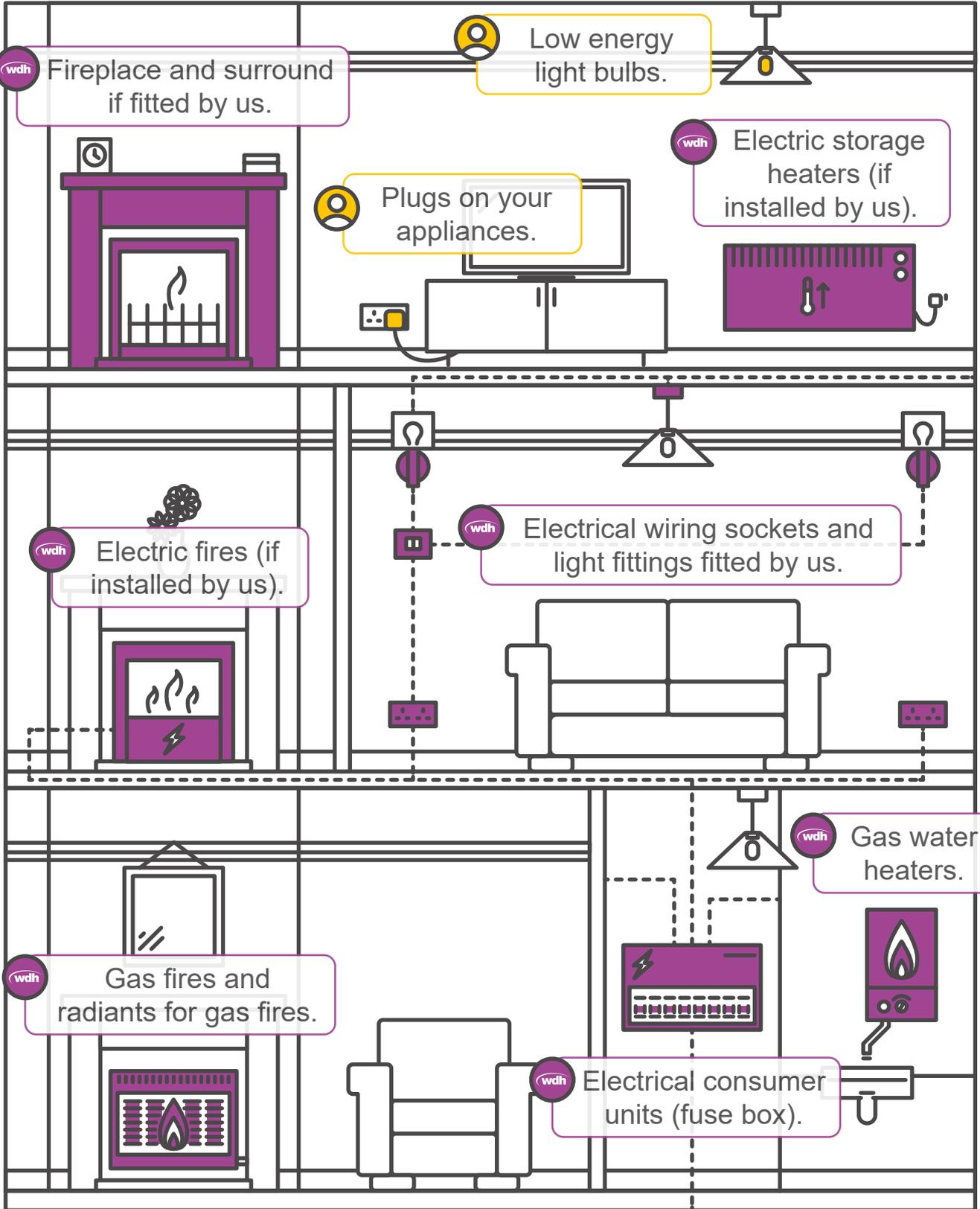


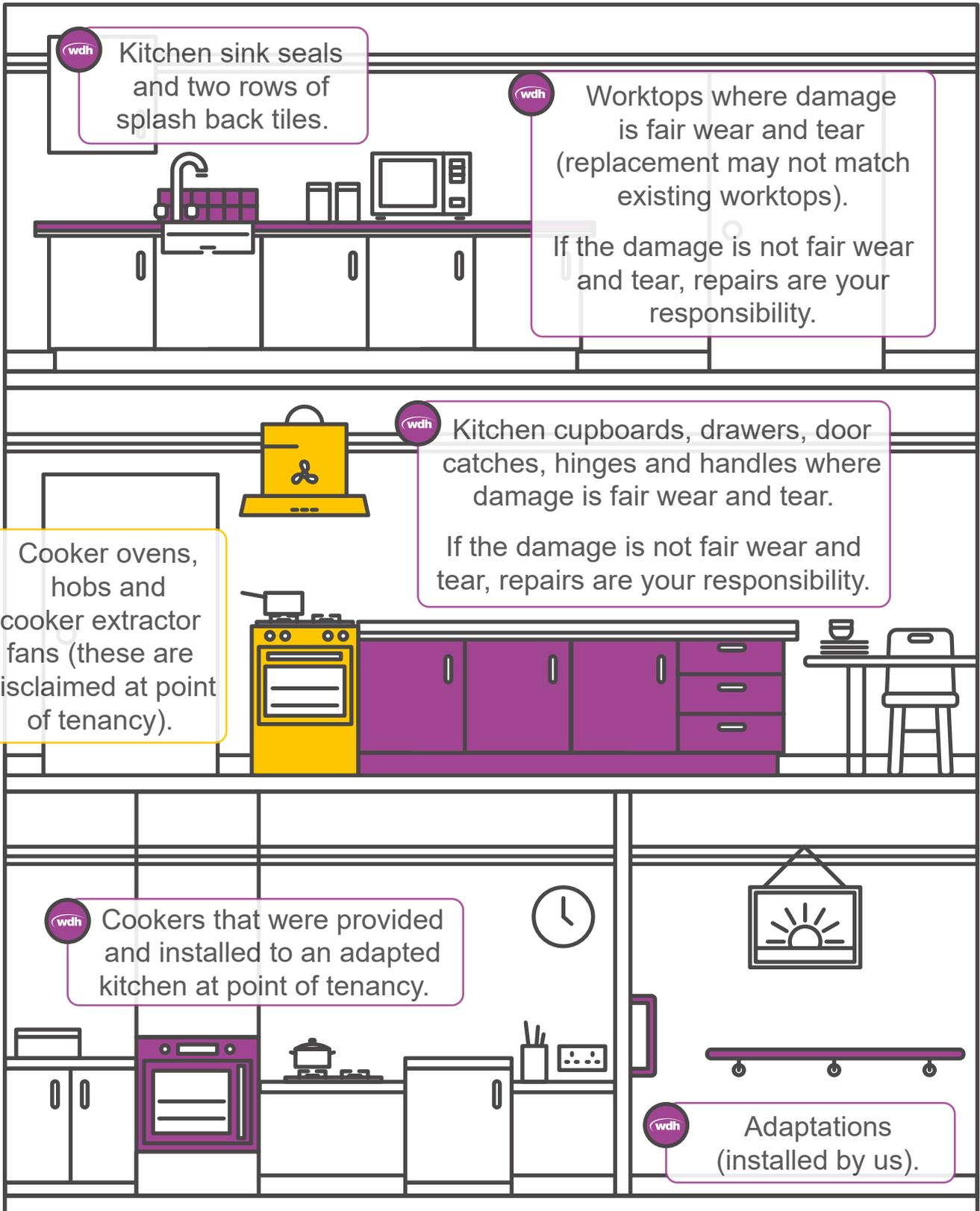


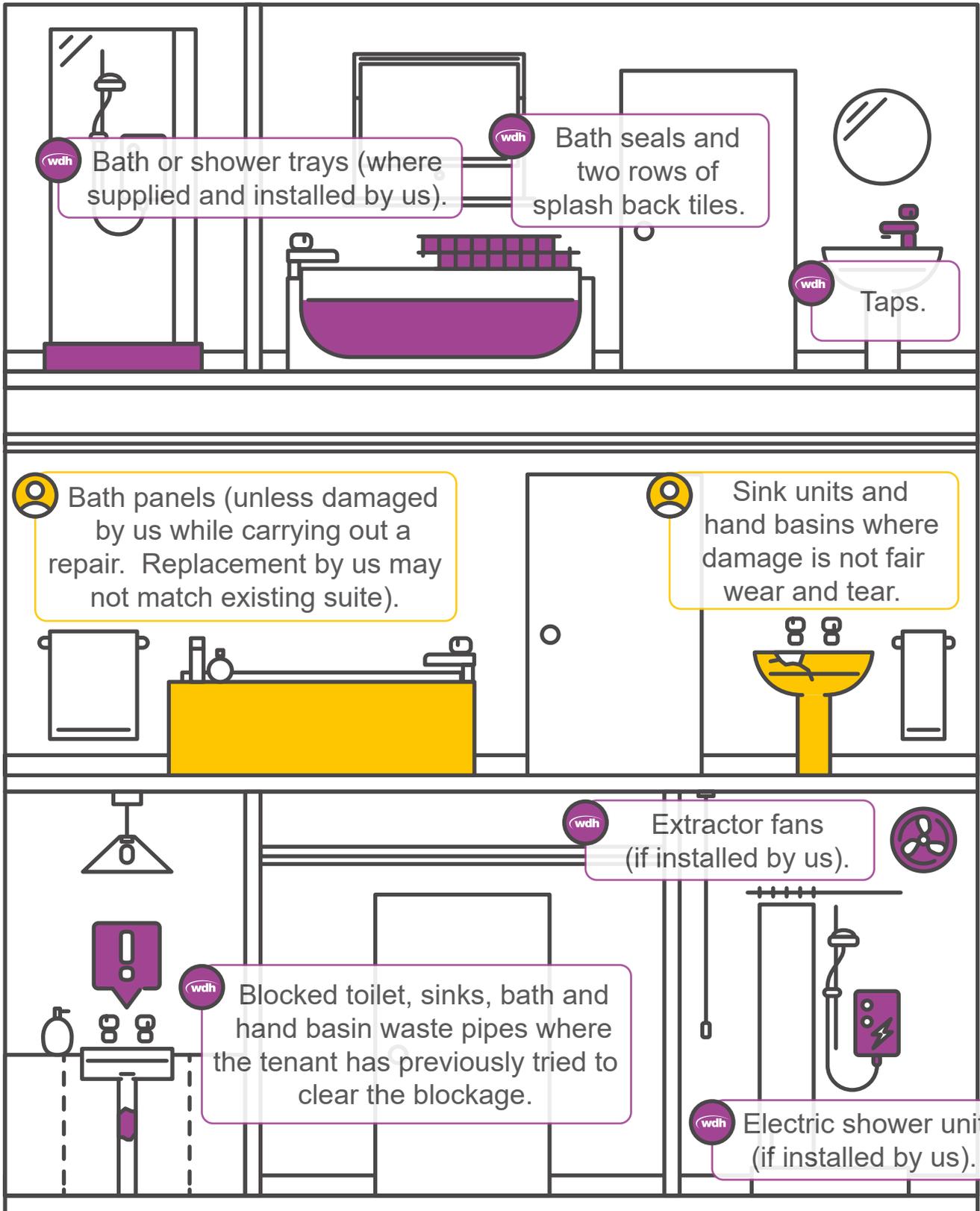
# The inside of your home

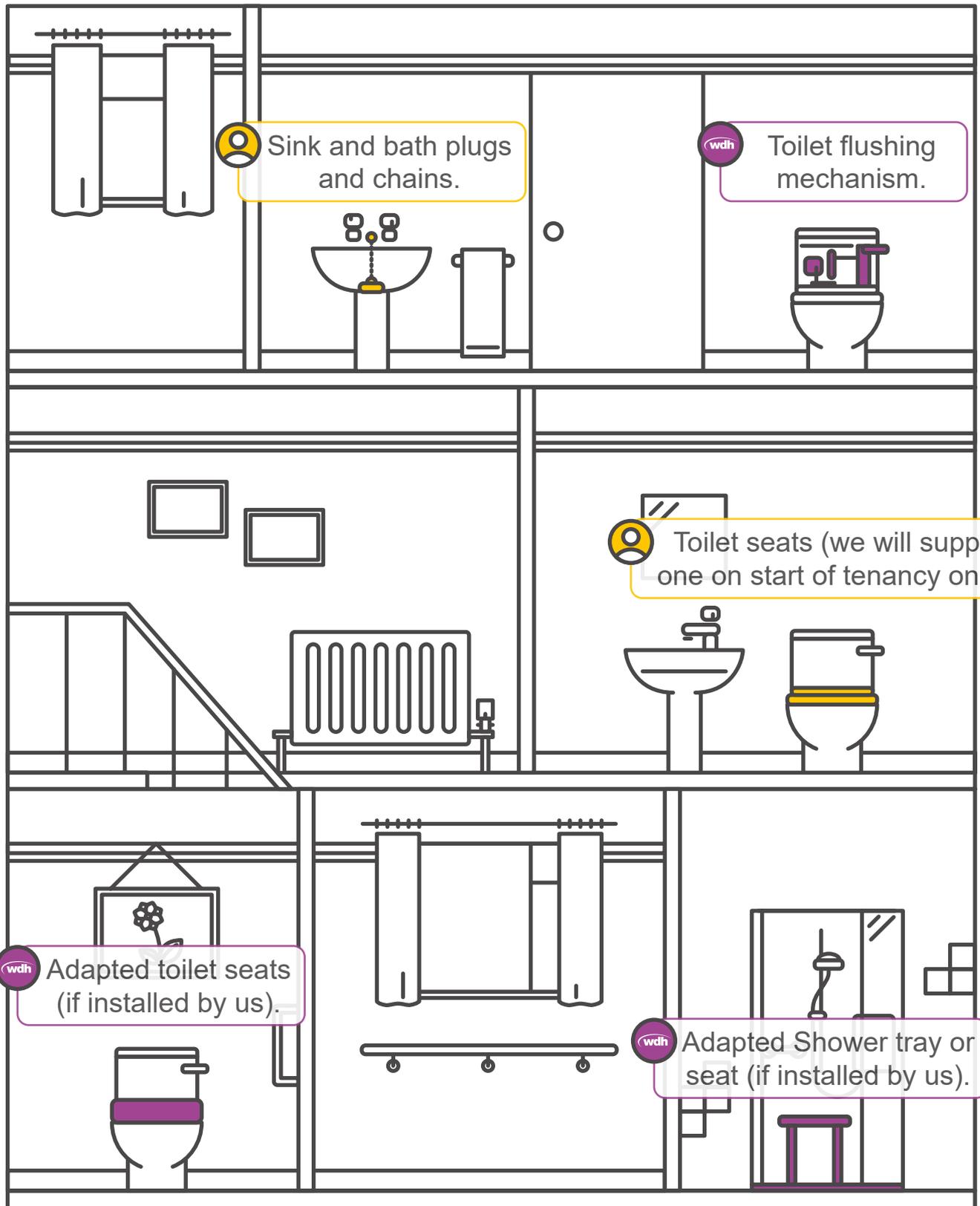












## Vision

to create confident communities

## Mission

to inspire, transform and promote excellence

## Values

to be creative, inclusive and work with integrity



WDH, Merefield House, Whistler Drive,  
Castleford, WF10 5HX



[www.wdh.co.uk](http://www.wdh.co.uk)



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They reflect WDH's current view and no assurance can be given that they will prove to be correct.

We are committed to giving everyone equal access to information. If you would like us to communicate with you in a different way, or receive written information from us in another format, please phone 0345 8 507 507 or email [onecall@wdh.co.uk](mailto:onecall@wdh.co.uk)