

# Repairs

## What repairs and maintenance am I entitled to?

As a Shared Owner, your rights and responsibilities with regard to repairs are different to those of a tenant. If you live in a flat or maisonette, you are responsible for maintaining the inside of your own home.

**If you live in a house you will be responsible for all repairs, inside and out and this section will not apply to you.**

We are responsible for keeping the 'common parts' of your block in good repair. This includes repairs to the structure of the building and the communal areas, including:

- the roof
- gutters
- downspouts
- window frames (but not the glass itself)

***Please note:** the misting up of double glazed windows is due to a failure of the seals and not the frame, so is the responsibility of the Shared Owner*

- lighting in communal hallways
- communal door-entry systems

***Please note:** that replacement or additional door entry fobs are available for an extra charge.*

These responsibilities will vary depending on the type of building your flat is in. Your lease will state your specific responsibilities.

## How do I report a repair to the communal area?

You can report a repair in the following ways:

- By telephone call to us 24 hours a day, 7 days a week.
- In Person at any of our offices.
- Online at [www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)
- In writing to Torus.

**Please report your repair on the block address and not your individual flat number as this will help staff log the repair correctly.**

To help us provide an efficient service, please report any problems as soon as possible, provide your contact details and ask for a job number.

### How quickly will the repair be done?

All repairs will be given a priority and this will determine how long the contractor has to respond to the repair.

The priorities are:

**Emergency** = We will make safe any emergency repairs within 2 hours and will aim to complete the job within 24 hours.

These are repairs that affect the safety or basic security of your home or could affect the health of your household or visitors (these include gas leaks, uncontrollable water leaks and serious electrical faults).

**Routine** = We will aim to complete all routine repairs within 20 calendar days.

These are repairs that can wait without causing you major inconvenience such as a leaking gutter.

### Am I responsible for the maintenance of gas appliances?

Shared Owners are responsible for regular servicing of any gas appliances in your home.

It is recommended that you arrange this once a year in order to ensure that your appliances are safe and working at their most efficient.

Please refer to the section on “Additional Services” for details of the gas check service offered by us.