



Repairs and responsibilities.

Safe, secure & comfortable places to live.

Welcome to our guide on maintaining, safe, secure, and comfortable living spaces.

Within these pages, you'll find a breakdown of our **standard repair responsibilities**, clearly outlining who is accountable for what. Additionally, we offer guidance on the expected quality of repairs. **To make it clear who has what responsibility**, we've adopted simple symbols to distinguish between our responsibilities and yours:




























































We understand that repair responsibilities may vary in certain tenancies, leases, or during new build defect periods. In such cases, the specific arrangements outlined in your tenancy agreement or defect provisions will take precedence.





































Here are some key points to keep in mind:































- Promptly report any repairs needed, and take necessary measures to prevent further damage.
- You are accountable for repairs resulting from neglect, accidental or intentional damage, including incidents involving household members or visitors.
- Costs incurred for repairs caused by you or your household will be recovered from you.
- While we aim to minimize wait times, we cannot reimburse for repairs carried out independently.
- Whenever feasible, repairs will be attempted before considering replacement.
- Replacement works may be integrated into our planned maintenance schedule, with interim safety measures if necessary.
- Prior approval is required for any alterations to your home to ensure safety and compliance.
- Any self-provided or installed items are your responsibility for repair and maintenance unless agreed otherwise in writing.
- Personal belongings should be insured by you.
- Communal repair responsibilities may differ if the building is managed by a third-party agent.
- Leaseholders and shared owners will be charged for repairs through service charges.
- Any white goods gifted to you, for those in affordable housing, you will be responsible for their maintenance after the one year warranty period expires.




























Let's work together to maintain our community and ensure everyone's well-being.

Repair type	Affordable rent customer	Market rent customer	Shared ownership customer	Our Quality standards
Repairs inside your home				
Basins and sinks including pedestals				
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)				If the likely cause of the block-age is faulty pipework, or if multiple sinks/outlets are blocked we will deal with. If the blockage has been caused by you, we'll recover the costs from you. This applies to rental customers only.
Plugs and chains				The exception to this is the pop-up waste ('twist and pop') plugs in rental homes only.
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.
Baths, showers and toilets				
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				We won't repair any cosmetic chips and cracks, and if we need to replace the toilet we'll try to match it as close as possible to the rest of the bathroom suite.
Bath (including 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 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				If a replacement is required due to tenant misuse or damage we will recharge this to you.

Repair type	Affordable rent customer	Market rent customer	Shared ownership customer	Our Quality standards
Repairs inside your home				
Baths, showers and toilets <i>cont...</i>				
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.
Kitchens				
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				We will not replace handles if the damage is caused by the resident. If we do need to replace handles, we'll do so with standard items, which may not match the existing handles.

Repair type	Affordable rent customer	Market rent customer	Shared ownership customer	Our Quality standards
Repairs inside your home				
Kitchens <i>cont...</i>				
Cosmetic damage				You may be recharged for damage to items (such as scored worktops from not using chopping boards).
Integrated appliances, white goods provided by us (where these have not been gifted)				Appliances and white goods outside of the warranty period will be the resident's responsibility to repair or replace.
Cooker hoods				You're responsible for replacing any cooker hood bulbs and filters.
Extractor fans / ventilation units				You're responsible for removing and wiping or vacuuming the filters and units.
Electrics including lighting				
Light-bulbs				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				If we attend and the issue was to reset the trip switch we will recharge for the cost of attendance.
Heating, hot water and water services				
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				Where we attend due to radiator leakage as a courtesy we will bleed the radiators.
Cold water tanks				We're responsible for communal cold water tanks supplying blocks of flats.
Lime-scale				You're responsible for cleaning your taps/shower head/ sinks/baths to prevent build-up of lime-scale.

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Walls, ceilings, and stairs				
Major plasterwork repairs/cracks in walls, floors and ceilings				We'll make the surfaces decorative ready (this will include a mist coat) and make good if damage is because of a water leak that we're responsible for.
Minor cosmetic cracks or damage to walls, floors, and ceilings				
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				
Pest control				
Ensure any infestations are removed from the home				We may assist with cases of serious pest issues. Where it is determined the infestation has been caused by the tenant or there action has been a contributing factor we will recharge.
Fill any holes allowing rats or mice to get into your home				We may be responsible for some tenants, so please check your leases.
Pest control in communal areas or where pests in internal communal areas have entered your home				Where it is determined the resident has been a contributing factor we will recharge.
Pigeons & Foxes				We aren't responsible for clearing up pigeon guano or fox scat from balconies or gardens, or for pigeons roosting on balconies or on sky dishes.
Damp and condensation				
Structural damp (such as rising damp and penetrating damp)				We may be responsible for this for some tenants, so please check your leases. Shared owners 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.

Repair type	Affordable rent customer	Market rent customer	Shared ownership customer	Our Quality standards
Repairs outside your home				
Doors and windows				
Front and back doors, including locks and associated fittings (such as handles and 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.
Communal areas				
Communal heating systems				
Lighting/electrics				
Smoke detectors, fire alarms, vents, and extinguishers				
Staircases, walls, ceilings, floors and rendering				We'll redecorate the areas where we've undertaken plastering repairs to communal walls and ceilings.
Communal gardens				
Rubbish and fly tipping in communal areas				Collections for bulk items should be arranged by the resident via the Newham Council website .

Need help or further information

Please use the Rentcafé app to contact us using the maintenance request feature.
For emergencies and out of office hours enquiries please contact your building manager using the contact details provided



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POPULO LIVING

3rd Floor, Discover House
379-381 High St
London E15 4QZ

e: info@populoliving.co.uk
w: populoliving.co.uk