**Repair Responsibilities**

We will try and respond to any repairs that we are responsible for as soon as possible, but the response time will depend on factors such as time and day we were notified, whether you have authorised us entry to your apartment without you being there and of course if we are actually responsible for the repair.

Generally we look after the external fabric of the building (leaking guttering’s, outside drains etc.), the internal & external communal areas, white goods and furniture that has been rented from us, general maintenance repairs of internal fixtures, general electrical and plumbing of the individual apartments.

However these repairs are limited to the failure of components or fixings. Repairs the tenant would be expected to be pay for and carry out themselves would be things like:-

* Damage to internal doors.
* Damage to any flooring caused by spills of liquids or solids.
* Kitchen worktop damage caused by heat.
* Sink, bath, shower or toilet waste pipe blockages.
* Holes in internal walls
* Malicious damage to internal fixings.

Please note that this list should be used as a guide only, should you need clarification on a particular issue please contact the office.

 We will of course try to assist and recommend suitable trades people to facilitate repairs tenants are responsible for, however this is not guaranteed. In some cases we are also happy to oversee and pay for any work the tenant is responsible for adding the cost to the rental invoice for that month, but we would need a written authority to do this.

If you have a repair request that we are responsible for please download and fill in the “repair request form” and e-mail it to web@shopstuff.co.uk