



# **Haig Housing Landlord and Tenant Responsibilities for Home Maintenance**

This document outlines the responsibilities for various repair types, distinguishing those that fall to the tenant and those managed by Haig Housing Trust as landlord. While not exhaustive, these guidelines apply to all tenants unless otherwise specified in the tenancy agreement.

Where damage is caused by a tenant, their household, or visitors, the Trust reserves the right to recover the cost of repairs or replacements, regardless of maintenance responsibility.

Tenants will be informed when a recharge is likely. However, if this is not evident at the time of reporting, the Trust retains the right to apply a recharge for any related attendance, including a £30 administration fee.

As a supportive landlord, the Trust will seek to refer tenants to third-party organisations for funding assistance where costs are tenant-borne.

## Haig Housing Trust Responsibilities for Repairs and Maintenance

- Structural elements and building fabric, including windows and external doors
- Internal fire-retaining doors, typically kitchen doors
- Fire-rated letterboxes, particularly those on communal exit routes
- Underground drainage and external waste pipes
- Guttering, including routine cleaning
- Installations for water, gas, electricity, heating, and ventilation
- Communal area maintenance (subject to service charge exemptions)
- Kitchen and bathroom installations
- External redecoration of communal spaces
- Roadways and pathways
- General maintenance to all items in the home installed by the Trust
- Trees and green spaces not assigned to individual tenancies
- Sustainability installations provided by Haig Housing Trust (e.g., solar panels)

Haig Housing Trust reserves the right to install items that are fit for purpose and is not obligated to replace items on a like-for-like basis.

## Haig Housing Trust's Compliance Commitments

Haig Housing Trust is committed to maintaining safe, habitable, and compliant properties. The following standards reflect our obligations:

- Adequate fire precautions are in place within a home or communal space.
- Insurance and third-party liabilities are in place for the fabric of the building.
- Properties are maintained to ensure they are fit for habitation.
- Adequate damp and mould preventative installations are installed.
- Regulation and legislation are observed and maintained.
- Repairs are completed well, economically and in good time using appropriate contractors.
- Appropriate materials are used that meet the British Standard.
- The quality of repairs is monitored and, where appropriate, post inspected.

*Date: October 2025*

# Tenant Responsibilities

(Unless otherwise specified in the tenancy agreement)

- Keeping the interior of the home in a clean and safe condition.
- All internal decorations including associated repair and preparation work i.e. filling holes.
- Maintain front and back private gardens, including moss removal, shrub trimming, grass cutting, and care of tenant-planted trees
- Keep gardens clear of bulk waste and excess items
- Maintain sheds not installed by the Trust or considered permanent fixtures
- Replacing fuses on personal appliances such as kettles and TVs.
- Replace light bulbs and fluorescent tubes (excluding Ingress Protection IP-rated sealed lights, typically in bathrooms)
- Maintain and repair supplementary outdoor lighting installed by the tenant such as motion sensor lights
- Replace lost keys and arranging locksmiths (e.g. doors, sheds, garages, windows, gates)
- Replace damaged locks and padlocks on gates and sheds
- Cover glazing repairs caused by tenant or guest damage (subject to review in crime-related cases)
- Replace damaged toilet seats
- Replace sink and bath chains and plugs
- Maintain doorbells not linked to communal systems
- Maintain letterboxes and post boxes unless fire-rated
- Maintain personal clothes lines not part of communal fixtures
- Bleed air from radiators and top up heating system pressure
- Keep sinks, toilets, and drains clear of blockages (e.g. oil, sanitary products, wet wipes, toilet rolls, excess hair)
- Maintain gifted items (e.g. carpets, white goods, sheds)
- Carry out all precautionary measures to avoid the build up of damp and mould in the home.
- Keep internal ventilation units and fans free of dust and debris
- Insure personal belongings by purchasing a home contents insurance policy (the Trust is not liable for damage due to fire, flood, or break-ins)
- Return the property to its original condition at the start of the tenancy

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