



HILLINGDON

Repairs and maintenance Repair responsibilities statement

- 1** The Council will do repairs that are normally your responsibility if the fault has been caused directly by:
 - your or another resident's disability,
 - domestic violence,
 - an act of crime and you provide a police CAD or Crime Reference Number, or
 - other repairs that we have done in the property.

- 2** You are responsible for doing repairs caused by misuse, neglect and accidents, even if it something we are normally responsible for. We can do these repairs if you pay us but we will normally expect advance payment unless there is a health and safety risk.

- 3** We will maintain items fitted by us as part of a disabled adaptation to a property, even if it would normally be your responsibility, if:
 - the adaptation was done for a current resident, or
 - it was done for a previous resident but a current resident is also disabled and needs the adaptation.

- 4** We will replace all damaged items that contain asbestos.

- 5** If you are elderly or disabled and have no-one to help you, we may do repairs that are normally your responsibility, but we may charge you. Alternatively, we may put you in touch with volunteer organisations that can help.