**Repair Responsibilities**

At Calico Homes, we’re here to support you with repairs and maintenance. However, there are some tasks that you, as a valued customer, can take care of to help maintain your home.

**Our Responsibilities**

**Garages and outbuilds:**

We will repair outbuildings attached to the main property if water is causing damage to the main building.

**External Land within property boundary:**

We repair paths, steps and access areas on our property if they’re hazardous. We repair and replace dangerous garden walls, whilst non-retaining walls will be removed.

**Pipes and drains:**

We handle blockages in single drains. Customers will be charged if misuse is the issue. Water service pipe repairs must be within the property boundary.

**Roofing and rainwater:**

We make temporary repairs for chimney stacks and roofs, with permanent fixes arranged later. We schedule roof replacements if there are safety concerns or leaks.

**Structural repairs:**

Our repairs to external walls and foundations are based on safety or water penetration issues. We also remove canopies over doors and windows.

**External windows and doors:**

We replace faulty single-glazed windows and doors, these are sometimes under Investment Works. We repair draughty windows if it's due to a window defect. However, customer-caused window damage results in charges.

**Adaptations for disabled customers:**

We ensure bathroom adaptations and handrails are repaired/installed based on your individual needs.

**Bathroom fixtures and fittings:**

We fix baths, sinks, toilets, showers and associated pipework, prioritising leaks. Repairs will be completed within 20 working days but temporary fixes may also be carried out. Bathroom replacements are completed as planned works and prioritised accordingly.

**Ceilings and walls:**

We prioritise patch plastering safety issues. We also fix loose wall tiles temporarily to stop leaks.

**General joinery:**

We prioritise staircase and banister repairs, based on your individual needs.

**Electrical:**

We handle wiring, sockets, and light fittings repairs. We also install additional sockets for safety reasons.

**Flooring:**

Large floor repairs are usually carried out as planned works, but we will replace floor tiles if they contain asbestos.

**Home energy efficiency:**

We repair failed draught proofing.

**Plumbing:**

We handle leaks from pipework, sinks, baths, and toilets.

**Your Responsibilities**

**Bathroom:**

You maintain bath panels and bathroom fixtures like toilet seats, cabinets, mirrors, and towel rails.

**Ceilings, walls and flooring:**

It’s your role to fill plaster cracks, handle all decoration tasks and manage loose floor coverings and fitted carpets.

**Electrical:**

You oversee security lighting and handle appliances like cookers. Replacing light bulbs and resetting trip switches is also your responsibility. It’s also your role to handle personal television aerials and satellite dishes.

**Garages, sheds, and outbuildings:**

When outbuildings and roofs not connected to your home, it’s your responsibility to repair them. You also need to replace keys/locks if you lose them.

**Gardens and boundaries:**

Tidying your garden is your role. This includes lawn care and refuse management.

**Heating and insulation:**

It’s your job to ensure your home is adequately heated and ventilated to minimise condensation.

**Kitchen:**

You manage minor fixes like securing cupboard doors and handles.

**Plumbing:**

Clearing blockages in sinks and toilets is your responsibility, as well as handling minor plumbing repairs.

**External doors:**

It’s your responsibility to manage entry and new locks for external doors if keys are lost.

**If you need assistance:**

While many of these tasks are straightforward, we understand that everyone may face challenges from time to time. If you're struggling or have specific needs, such as a disability, please let us know.   
  
We're here to provide extra support tailored to your individual requirements. Together, we can ensure your home remains a safe and comfortable place for you to live.