

Repair	Description	Responsibility
Loss of keys	External/internal doors to dwelling	<b>Tenant</b>
	Including repairs to force entry if you get locked out and including broken keys in lock	<b>Tenant</b>
Out buildings	Only if provided by Radius	Radius
Over bath showers	If fitted by tenant	<b>Tenant</b>
Paths	Including steps , footpaths and ramps	Radius
Plastering	External (only after inspection)	Radius
Plumbing repairs and leaks	Except for washing machine, dishwasher and radiators	Radius
Porches		Radius
Rain water gullies		<b>Tenant</b>
Re-lighting gas pilot lights	Including resetting of any heating controls or programmes	<b>Tenant</b>
Roofs		Radius
Showers	Shower units and trays	Radius
	Shower wastes	Radius
	Shower curtain including fittings and rail	<b>Tenant</b>
	Shower doors	Radius
	Shower grab rails	Radius
Sinks	Sink unit (only after inspection)	Radius
	Blockages	<b>Tenant</b>
	Sink taps excluding washers	Radius
	Sink tap washer	<b>Tenant</b>
	Plug and chain	<b>Tenant</b>
Skirting boards		Radius
Smoke/Carbon Monoxide detectors		Radius
Stairs		Radius
Sweeping of chimneys (due to fire risk)		<b>Tenant</b>

Repair	Description	Responsibility
Switches & sockets	Except dimmer switches & non standard fitted by tenant	Radius
Telephone points		<b>Tenant</b>
Tiling	Only after inspection and if provided by Radius	Radius
TV aerial	Unless communal	<b>Tenant</b>
TV sockets	Except non-standard fitted by tenant	Radius
Wash hand basins	Wash hand basin unit (only after inspection)	Radius
	Blockages	<b>Tenant</b>
	Taps excluding washers	Radius
	Tap washers	<b>Tenant</b>
	Plug & chain	<b>Tenant</b>
Washing lines		<b>Tenant</b>
WC, cistern & seat	WC & cistern (only after inspection)	Radius
	Blockages to WC and waste pipe (dependent on cause)	Radius
	WC seat	<b>Tenant</b>
Windows	Including window sills, catches, sash, cords & frames (only after inspection)	Radius

## Independent Living for over 55s

Repair	Description	Responsibility
Bathroom fixtures & fittings	Including WC seats, bathroom medicine cabinets (if fitted by Radius), towel rails, grab rails and toilet roll holders (if fitted by Radius)	Radius
Fuel supply	Run out of oil or gas	Radius
Gardening maintenance	Including dustbins and refuse areas	Radius
Sinks	Sink unit	Radius
	Sink waste	Radius
	Sink taps	Radius
	Sink washer	Radius
	Plug & chain	Radius
Wash hand basins	Wash hand basin unit	Radius
	Washers	Radius
	Plug & chain	Radius
Washing lines		Radius
WC, cistern and seat	WC and cistern (only after inspection)	Radius
	Blockages to WC and waste pipe (dependant on cause)	Radius
	WC seat	Radius
Communal flooring		Radius
Communal heating		Radius
Communal internal decoration		Radius
Communal kitchens	Including Domestic appliances	Radius
Communal laundry equipment		Radius
Corridor fire doors		Radius
Corridor lighting		Radius
Emergency lighting		Radius
Fire alarm equipment		Radius
Passenger lift		Radius
Stair lift		Radius
Warden call equipment/door entry		Radius

# Maintaining Your Home

## Condensation & Ventilation

Condensation occurs when there is an excessive build up of moisture in the air. Condensation can form mould patches and these patches generally appear on cold surfaces and in places where there is little movement of air. Look for it in corners and on or near windows.

Radius would advise that you try and find a balance of heat and ventilation to prevent mould growth in your home. Tenants can cause excessive moisture in the air in daily life e.g. drying clothes indoors. You can reduce condensation in your home by:

- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or fan on. Do not hang wet clothes directly over radiators;
- Ventilate kitchens and bathrooms when in use by opening the windows wider. Use the bathroom/kitchen extractor fan where fitted.

There may be possible building defects that could cause the above issues and we would recommend that Radius is contacted and an Assets Officer will arrange to visit the property and inspect the possible cause(s) to allow any remedial works to take place.

## Vermin/Pest Control

Radius does not take responsibility for eradicating vermin/pests from around or within our General Needs properties. The local council Pest Control Department should be contacted to deal with any instances of infestation. If any building defects are noted during the eradication then Radius shall make good these faults to stop any potential future issues.

Radius takes full responsibility for vermin/pest control within our sheltered housing accommodation.

## Improvements & Alterations by Tenants

Alterations and improvements are defined as anything that alters the structure, appearance, size or any other construction type work to the accommodation or to the grounds in which they are situated.

Any alterations to your accommodation must be approved by Radius Housing Association prior to the works commencing. You must write to us to obtain permission for the works, to allow us to assess the proposals and to ensure your accommodation is not damaged or made unsafe. In some cases improvements and alterations you propose, may require building control approval and/or planning permission, which you will be responsible for obtaining.

Any works carried out without prior approval may result in corrective work to restore the property to its original condition with you being recharged.

## Planned Maintenance

In addition to repair maintenance Radius Housing Association carry out an annual programme of replacement and servicing maintenance. Replacement works are carried out when a building element, such as windows, wiring, boilers, bathrooms or kitchens, reach the end of their life expectancy.

Works that become necessary as a result of legislative change are also included in the annual programme of planned maintenance when required.

Elements of the building which require regular servicing, like gas and oil boilers are undertaken on a cyclical basis. It is a legal requirement for these annual services to take place and is essential to ensure the component operates safely, efficiently and effectively. For the safety of your family and neighbours, where access cannot be made gas at your home will be capped or an injunction sought. Under the Conditions of your Tenancy you are required to give full access for all of these works to be completed.

## Disabled Adaptations

Radius Housing Association carry out Disabled Adaptations to properties upon receipt of an Occupational Therapist (OT) recommendation. Following a visit to the property to assess the needs of the tenant the OT will forward a written recommendation to Radius Housing Association who will determine the feasibility of the works.

The tenant must be registered or eligible for registration under Section 1 of the Chronically Sick and Disabled Persons (NI) Act 1978 and meet the criteria set out by the Northern Ireland Housing Executive (NIHE) / Development Programme Group (DPG).

Recommended works can range from grab rails to level access showers and stairlifts. Major works would include extensions to properties where feasible. All OT recommendations are subject to Adaptation Pre-Conditions and eligibility criteria.

Tenants would be required to be referred to an Occupational Therapist either via their Doctor or local hospital and the OT is required to visit the property to carry out an assessment prior to sending their recommendation to Radius Housing Association. Applications for adaptations will not be approved if you are currently on the waiting list for a transfer to other accommodation.