

B3Living is responsible for most of the repairs to your home, however there are a few areas that you are responsible for maintaining. Below is a full list, including any costs you might be liable for. If you have any questions about this please call our repairs team on 01992 453 750 or email: repairs@b3living.org.uk

Kitchen

Responsibility	You	B3	Notes	Costs
Breakdown of appliances e.g. cooker, washing machine	✓			
Connecting Electric Cooker	✓		This is a chargeable service if you need B3Living to do it.	£42
Plumbing		✓	Priority will depend on issue.	
Clearing a blocked sink	✓		We can clear the blockage for you but this is a chargeable service	£12.67

Bathroom

Responsibility	You	B3	Notes	Costs
Plumbing		✓	Priority will depend on issue.	
Replace the toilet seat	✓		We can replace the seat for you but it is a chargeable service	£36.67
Clearing a blocked toilet	✓		We can clear the blockage for you but this is a chargeable service	£37.20

Heating

Responsibility	You	B3	Notes	Costs
Boiler service		✓	We carry this out annually	
Heating (including radiators)		✓	All issues should be reported to Oakray 0208 370 4500	

Doors

Responsibility	You	B3	Notes	Costs
Communal doors		✓		
External Door furniture e.g. letterbox, bell, spy hole	✓			
External Doors		✓		
Internal door furniture	✓			
Internal doors		✓		

Renew the cylinder lock to the front or rear door if keys lost	✓		This is a chargeable service	£36.80
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Windows

Responsibility	You	B3	Notes	Costs
Broken windows (glass)	✓		If this is caused through misuse or neglect we will charge you to make this safe.	£31.78
Windows (handles and hinges)		✓		

Lighting

Responsibility	You	B3	Notes	Costs
Communal lighting		✓	Classed as emergency when all lights are affected. Would be a routine repair if single light.	
Consumables e.g. light bulbs, fuses	✓		Vulnerable tenants may be eligible for help with replacing light bulbs	

Roofs & gutters

Responsibility	You	B3	Notes	Costs
Roofing and gutters		✓		

Outside area

Responsibility	You	B3	Notes	Costs
Garden maintenance	✓		If you have a shared communal garden – your grounds maintenance service charge pays for this service	
Gates and fences		✓		
Sheds (concrete/brick)		✓	If the fault is with the lock this is your responsibility	
Sheds (wooden)	✓			

Keys

Responsibility	You	B3	Notes	Costs
Replacement communal fob	✓		We can replace communal fob but you will be charged	£15
Replacement of the garage lock	✓		If you have lost the key or damaged the lock you will be charged for a replacement	£30

General

Responsibility	You	B3	Notes	Costs
Communal decorating		✓	Carried out as part of our improvement programme.	
Damage caused by misuse or neglect	✓			
External drainage		✓	If drainage issue is sewage, call Thames Water on 0800 714614	
Fixtures and fittings supplied B3Living (not toilet seats)		✓		
Internal decoration	✓			
Locked out of property	✓		If you wanted us to gain access to the property for you, we would charge you for the service.	£60.94
Pest control (unless communal)	✓		If not communal, contact Environmental Services 01992 785555	
Plastering		✓		
TV aerial (unless communal)	✓		If the fault is with a communal aerial please contact us	
Wiring		✓		