



Tenant Responsibilities

A brief guide

Below are a few of our most common queries outlining which repairs you are responsible for as a Mid Devon Housing tenant. For a comprehensive list, please refer to your repairs handbook.

Light bulbs and fluorescent tubes

Our most common query by far. All light bulbs and fluorescent tubes must be replaced by tenants, apart from communal and security lighting. Fluorescent tubes can be bought from most DIY shops.

Damp and condensation

Especially in colder weather, many of our tenants suffer with damp, condensation and mould in their homes. There are many possible causes for this, some that are MDH's responsibility and some that are the tenants. We have a handy leaflet available to help you reduce condensation in the home.

Resetting trip switches

There are many causes for electric circuits tripping. Before our repairs service can visit, we require that tenant's reset trip switches first to see if this resolves the issue, and also to do an appliance test. Further guidance can be found in the repairs handbook.

Locks and keys

When you take on a tenancy, you become responsible for your main key and spare key. We would strongly recommend that you leave your spare key with someone that you trust to keep it safe, so that you can get in if you lose your keys. You are responsible for gaining access and getting new keys cut.

Drains and blockages

You are responsible for keeping drains inside and outside clear. You are also responsible for ensuring that you and your family use drains responsibly, which includes not putting fats down the kitchen waste, and not flushing wet wipes and sanitary products down the toilet. You must also keep external gullies clear of leaves and debris. If we attend a repair and you are found to have caused the blockage or made no attempt to unblock it, you may be charged.

Small jobs around your home

There are a number of small jobs around the home that you are responsible for. You can find further details in your repairs handbook. A few examples include: Replacing toilet seats, replacing internal door handles, testing smoke detectors, fitting draught proofing, decorating, replacing bath plugs and fitting curtain rails.

Replacing TV aerials

Unless you have a communal aerial, you are responsible for repairing or replacing your TV aerial or dish.

What if I can't do it myself? Firstly, we would recommend that you ask a friend, neighbour or family member if they are able to do it for you. Depending on the task there are some local "odd job" companies. Alternatively, Mid Devon Housing does have a Handy person service that can do a variety of repairs for a reasonable charge, subject to availability.

For further details, please visit our website www.middevon.gov.uk and search for "What we repair" to find a full list of responsibilities, as well as an online copy of the repairs handbook. Alternatively, you can call us on 01884 255255.