

Your home inside and out

How we look after your home



In this leaflet we have set out what you can expect from us and what we can expect from you



Your responsibilities:

Contents insurance

Carpets, laminate, curtains, curtain fixtures, furniture and soft furnishings

Internal painting and decorating including small wall cracks, fixtures and fittings

Changing light bulbs, plug fuses and cookers

Bathroom fittings, new toilet seats, new bath and sink plugs and chains, shower units (unless provided by NDH)

Door keys, door name plates

Washing lines, TV aerial, satellite dishes unless communal and faulty

Keeping gardens tidy: lawns, shrubs, hedges, flower beds and trees

Garden sheds and fencing dividing properties, greenhouses and gates

Window/door glass, adjustments of doors if carpets are fitted.

Controlling condensation levels (see our condensation leaflet)

Pest control

Your home

Unless the damage is caused by you

Please do not store any items in your loft



Our responsibilities:

The structure and outside of the property, including drains, gutters and outside pipes where it is a danger or can cause more damage if not repaired. Cosmetic repairs will not be carried out by NDH

Servicing: gas, smoke, fire and carbon monoxide alarms

Fittings for water, gas or electricity

Radiators and other items that heat your home or water.

Fixtures such as basins, sinks, baths, taps and toilets

NDH kitchen and bathroom flooring

The main route into and out of your property (paths and driveways) but not including your garden or fence (unless it is a boundary fence)

Burst pipes, blocked drains, heating that isn't working, faulty front and back doors or windows

To report a repair call us on 01271 312500 or fill in the online form via our website: www.ndh-ltd.co.uk
See our repairs leaflet for more information.

If in doubt check it out, just call us on 01271 312500



Need
help?

Phone us: 01271 312500

Email us: enquiries@ndh-ltd.co.uk

Complete our on-line forms via our website:
www.ndh-ltd.co.uk

Follow us on Facebook or tweet us:
@NorthDevonHomes

Emergency Out of Hours Service:
Freephone: 0800 917 0619



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