Tenant repair responsibilities

Before you contact us to report a repair please check which repairs you are responsible for. The list below shows a summary of your responsibilities.

- Keeping home clean inside and out.

- Fixing damage caused by members of your household, family, visitors, and pets.

- All decorations within your home, including repairing surface cracks and holes in the walls.

- Replacing fuses and re-setting trip switches.

- Replacing bulbs and tubes in fluorescent lights.

- Periodically testing smoke alarms and replacing batteries annually.

- Clearing blockages to sink, bath, and basin waste pipes.

- Repairing and replacing toilet seats.

- Replacing washers and dripping taps.

- Replacing plugs and chains to sink, bath and basins.

- Replacing grids over drains.

- Clearing blocked toilets if you live in a house or bungalow.

- Repairing and replacing internal doors and frames including adjusting doors to close over carpets.

- Repairing or replacing door locks, latches, keys, handles, bolts, and other fittings to internal doors.

- Repairing and adjusting kitchen units, cupboards, drawers, doors, shelves, and worktops.

- Replacing wall tiles on fire hearths and surrounds.

- Keeping air bricks clean.

- Clearing any blockages in outside gullies.

- Maintaining the garden – keeping the garden tidy.

- Repairing or replacing gates and fencing (we will replace a fence that borders a public footpath).

- Repairing footpaths, yards, or patios that are not the main access to the front or back doors.

- Replacing clothes posts, pulleys, and washing lines.

How to report a repair

For all repairs to your property that are the Council's responsibility, please use the contact details below.

Household and communal repairs

Please telephone the Mears call centre on **0800 313 4740**.

Gas, hot water and central heating repairs

Please email Gas Call Services at **eastkent@gascall.co.uk** or telephone **0800 012 9958.**

Please also visit our dedicated 'My repairs' webpage for more information on repairs

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