



Our repairs service

An at-a-glance guide to what's covered by our repairs service



watford
community
housing

We know how frustrating it is when things break. Our operatives are on hand to carry out vital repairs to keep your home fit for day-to-day living when something goes wrong.

Our repairs team carries out a wide range of work to keep your home in good condition, while less important repairs are your responsibility. This guide allows you to check whether your repair is covered by our service, or if you will need to take care of it yourself.



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We will repair this for you.

Request a repair at wcht.org.uk or call us on 0800 2182247



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This is your responsibility.

Your tenancy does not cover this repair, so you will have to arrange for the work to be done

Standard tenancy (social or affordable rent)	Market rent	Older Persons' Housing/ Temporary Accommodation	Leaseholder or shared owner
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Inside your home
























Built-in cupboards or wardrobes				
Infestations of insects and rodents (we will take appropriate measures to prevent entry from the outside)				
Internal decoration				
Flooring	Kitchens & bathrooms only			
Light bulbs				
Plaster (except larger cracks, which we will investigate)				
Soft furnishings – curtains, blinds, shades & curtain poles				
Smoke detectors (you should regularly test detectors and replace batteries as required)				
Telephone/internet points				



Do you need help completing small jobs at home?

Check out our handyperson service!

	Standard tenancy (social or affordable rent)	Market rent	Older Persons' Housing/ Temporary Accommodation	Leaseholder or shared owner
Kitchens, bathrooms & plumbing				
Appliances – cooker, fridge/freezer, washing machine, dishwasher			Older persons' housing =  Temporary accommodation = 	
Burst or leaking pipes				
Dishwasher connections				
Plugs and chains in sinks, basins and baths				
Kitchens – units, worktops, tiles and drawers				
Gas cooker installation point				
Plumbing blockages (if you cannot unblock it yourself – charges may apply if a blockage is caused by misuse)				
Showers (excluding shower hoses, shower heads and shower curtains)				
Taps				
Toilet seats				

Doors & windows				
Doors – communal (including handsets and entry systems)				
Doors – external or opening onto communal areas (except loose fittings)				
Doors – internal (unless the damage is through misuse)				
Doorbells (if not part of a fitted door entry system)				
Locks, fobs and keys (contact us if you require a replacement – charges may apply)				
Windows (broken glazing is up to you to repair, unless there has been a crime and you can confirm a crime reference number)				Dependant on lease – please contact us

Watford Community Housing works in partnership with AgeUK to offer a handyperson service, to help you complete small home improvement jobs and repairs.













The service is available to everyone – and you may even qualify for two free hours of work if you are disabled or aged over 60.

To find out more, call 0800 218 2247 or email enquiries@wcht.org.uk
























Standard tenancy (social or affordable rent)	Market rent	Older Persons' Housing/ Temporary Accommodation	Leaseholder or shared owner
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Heating, hot water & electrical fittings

Boilers, heating and hot water systems				
Electricity and gas meters				
Electrical fittings and fuse boards (except checking and resetting fuses)				

Outside your home

Chimney repair				 (except in flat blocks)
Chimney sweeping as a result of blockage				 (except in flat blocks)
Decoration – external				
Drains, gutters and outside pipes				 (except in flat blocks)
Fences (within your garden)				
Footpaths/driveways/steps				
Garage (integral)				
Garden maintenance				
Roof				 (except in flat blocks)
TV aerials/satellite/cable TV (excluding communal systems, which we'll manage)				

Communal areas

Communal areas (including floors, paths, drying areas and bin stores)				
Communal lighting (including estate lighting)				
Fences, walls and gates (communal)				
Lifts and stairlifts				
Stairs (communal staircases and floor coverings)				