



Broken Windows and Glass Doors

1. Purpose

The purpose of this policy is to establish the responsibilities of the Housing Trust and tenants in the replacement of broken windows and glass doors.

2. Policy

The Housing Trust will replace broken windows and/or glass doors during a tenancy. If the window and/or glass doors were broken by the tenant or someone the tenant is responsible for, including children, the tenant may be charged for the cost of repairs.

The Housing Trust will also repair windows and glass doors in common areas in complexes.

In order to protect its tenants when security of a property is compromised or when an emergency situation or risk is present the Housing Trust will also repair windows and glass doors. However, if the damage is found to have been caused by a tenant, household member or visitor of a tenant these costs will be recouped from the tenant.

3. Procedure

Tenants are to contact the Housing Trust when a window or door has been damaged. Repairs will be initiated and costs applied as per policy.