

Council tenants – Who is responsible for repairs?

Repair	Details	Us	You
Balconies		✓	
Baths and basins	Excluding blockages	✓	
Boilers	Annual servicing and breakdown	✓	
Communal areas	Including lighting, doors, door locks, door entryphones, bin stores, cleaning, lifts, communal heating, grounds maintenance, fences, gates, paths, steps, stairs, railings, TV aerials	✓	
Decorations (external)	Painting of communal areas	✓	
Doors	Individual front doors - including frames, 1 lock ONLY and hinges	✓	
Drains	Outside, blocked or damaged	✓	
Electrical fittings	Light switches, power sockets (standard white fittings installed)	✓	
Electrical installation	Including wiring and fittings	✓	
Entrycom systems		✓	
Fences and gates	Boundary fences dividing your property from a public right of way	✓	
Floorboards	This does not include laminate flooring	✓	
Foundations		✓	
Front door lock	Only 1 lock will be provided. Rechargeable if keys lost	✓	
Garages		✓	
Gardens to blocks/estates		✓	
Gas pipework	Gas pipework leading from the meter to the appliances	✓	
Glazing	Rechargeable if damage is caused by either you or a visitor to your home.	✓	
Heating	This includes all types of heating which has been installed by us	✓	
Hot water heaters	Including immersion heaters	✓	
Kitchen units	Including worktops	✓	
Letterbox	Where your front door opens onto an enclosed space (i.e. a communal landing)	✓	
Locks	Only 1 lock will be provided. Rechargeable if keys lost	✓	
Paths	Including steps, footpaths and ramps from street to front door	✓	
Plastering	Patch repairs. Holes larger than credit card size	✓	
Plumbing repairs and leaks		✓	
Pram sheds (communal)	Walls, roofs and doors	✓	
Pram sheds (individual)	Walls, roofs and doors	✓	
Showers	Installed by us	✓	
Sink units	Please see 'blockages' if the sink is blocked	✓	
Smoke alarms	Mains powered	✓	
Sockets	Power sockets	✓	
Stairs	Including stairs and handrails	✓	
Switches	Light switches	✓	
TV aerial points - communal	You MUST check your own equipment before reporting a fault as you may be recharged if the fault is with your own equipment	✓	
Ventilation systems	Individual and communal extractor fans	✓	
Wall tiling	Bathroom/kitchens (splashbacks only)	✓	
Water leaks		✓	
Welfare adaptations	Including walk in showers and wet rooms	✓	
Windows	Including ironmongery, glass, frames. (Rechargeable if damage is caused by you or visitor to your homes negligence).	✓	
Bathroom fixtures and fittings	Toilet seat, bathroom cabinets, mirrors, shower curtains, towel rails, toilet roll holders, plugs and chains		✓
Bath panels	For new tenants ONLY		✓
Blockages	Baths, basins, toilets and showers		✓
Decorations (internal)	Inside of your home. This includes damage caused by leaks from other flats. (WE strongly recommend all customers take out Home Contents Insurance Policies to cover you for any damage to your decorations and/or belongings)		✓

Door furniture	Door numbering, doorbells, spyholes		✓
Doors	Inside your home - including frames and ironmongery		✓
Draught excluder	To windows and doors		✓
Electrical appliances	Such as cookers, fridges, washing machines and dishwashers etc. (not provided by us)		✓
Fences and gates	Dividing your property from another property		✓
Fixtures and fittings	Such as coat hooks, curtains, curtain rails, shelves etc		✓
Floor coverings	Including adjusting doors to accept floor coverings		✓
Gardens to individual home	Including landscaping, patios, paths to rear garden		✓
Gas appliances	Including appliances not provided by us such as cookers		✓
Gas supply and meters	Gas pipework leading to and including the gas meter		✓
Letterbox	Where your door opens onto a open space (i.e. a street or an open walkway)		✓
Lighting	Replacement light bulbs, fuses, fluorescent tubes		✓
Plastering	Hairline cracks and small holes.		✓
Plug and chain	For baths, wash hand basins and sinks		✓
Porches			✓
Pram sheds (communal)	Locks		✓
Pram sheds (individual)	Locks		✓
Smoke alarms	Battery powered		✓
Telephone points			✓
Toilet seats	Including replacements and/or repair		✓
TV aerial points - houses	For houses ONLY		✓
Waste blockages	Including basins, baths, toilets and showers		✓

IMPORTANT - You may be recharged for the cost of any works that are the result of damage/negligence caused by you or your visitors.