

Tenant and Landlord Repair and Maintenance Guidance



Where there is damage or neglect you must organise the repairs yourself. This includes any damage caused by you, any member of your household or visitor, whether the damage is accidental or intentional.

If you do not do this, we will arrange to carry out this work but you will be asked to pay for the repair in full before we will commit to carrying out any work for you.

The only exception is in emergency repair situations when we will make the property safe and secure, however you will be liable for the costs.

This document is intended to be for guidance and may change subject to change for individual agreements.

| REPAIR | LANDLORD | TENANT | NOTES |
|---|----------|--------|---|
| Alteration or improvement that you wish to carry out | | x | Permission required before installation |
| Bath | x | | |
| Bathroom and Kitchen tiles/panel | x | | |
| Blocked drain (caused by you) | | x | |
| Ceilings and walls (cracks etc.) | x | | |
| Central heating pipes, programmers, thermostats and pumps | x | | |
| Central heating – setting of programmer or thermostat | | x | |
| Chimney sweeping | x | | |
| Chimney, flue, pots and cowls | x | | |
| Clothes lines, cords and props | | x | |
| Clothes poles and rotary driers (provided by us) | x | | |
| Communal area fittings (lighting, alarms etc.) | x | | |
| Damage caused deliberately, by neglect or through misuse to any item. | | x | Tenant will be recharged |
| Decoration – external | x | | |
| Decoration – internal | | x | |
| Door bells (provided by us) | x | | |
| Door alteration to accommodate floor covering | | x | |
| Door closers | x | | |
| Door (internal) locks, handles & stoppers | | x | |
| Door numbers | x | x | Tenants can only fit adhesive items |
| Doors & door frames where defective | x | | |
| Door draught excluders (external doors only) | x | | |
| Electrical – Fuse box – resetting trip switch | | x | |
| Electrical – Fuses and plugs | | x | |
| Electric Light – bulbs | | x | |
| Electric Light – Bathroom LED unit | x | | |
| Electric Light – external – bulb | x | | |
| Electric Light – external – fitting | x | | |
| Electric Light – fittings (fitted by you) | | x | |
| Electric Light – fittings (provided by us) | x | | |
| Electric Light – switches (fitted by you) | | x | |
| Electric Light – switches (provide by us) | x | | |
| Electric Socket – fitting (fitted by you) | | x | |
| Electric Socket – fitting (provided by us) | x | | |
| Electrical – system | x | | |
| Electrical – system tripped by appliance | | x | |
| Entrance steps | x | | |
| Extractor Fans | x | | To be cleaned regularly by Tenant |
| Fencing (provided by us) | x | | |
| Fire and CO detectors | x | | Checked by Tenant |
| Fire & Smoke alarm battery change | | x | |
| Fire fronts, grates and ash pans | x | | |

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| Floor coverings (carpets, vinyl, laminate) | | x | Laminate requires permission. |
| Floor structure | x | | |
| Garages (provided by us) | x | | |
| Garden – to maintain and keep in good state | | x | |
| Gas oven capping | x | | Will be recharged to Tenant |
| Heating – radiator draining | x | | |
| Heating – radiator bleeding | | x | |
| Heating – boiler, radiator or system faults | x | | |
| Heating – failure, fault or damage caused by no fuel | | x | Tenant will be recharged |
| Heating – annual servicing | x | | Tenant will be recharged if access is not provided |
| Heating – setting thermostats | | x | |
| Heating – setting timeclock | | x | |
| Hot water supply and storage tank | x | | |
| Immersion heater | x | | |
| Insurance – buildings | x | | |
| Insurance – contents | | x | |
| Kitchen sink and drainer | x | | |
| Kitchen units | x | | |
| Kitchen units & worktops (damaged by you) | | x | Tenant will be recharged |
| Kitchen worktops (faulty) | x | | |
| Lost keys | | x | |
| Meter box doors (damaged by neglect) | | x | Tenant will be recharged |
| Mould – caused by excess condensation, or inadequate use of ventilation or heating | | x | Tenant may be recharged |
| Mould – caused by water penetration, or poor ventilation or heating systems | x | | |
| Paths (provided by us) | x | | |
| Pest control | | x | |
| Pest control – where caused by defect in fabric of building | x | | |
| Plugs and chains | | x | |
| Rainwater pipes and gutters | x | | |
| Roof structure and covering | x | | |
| Outside walls | x | | |
| Doors security chains | | x | |
| Sheds, garages and fences (provided by you) | | x | |
| Shower curtain | | x | |
| Shower hoses and heads | | x | |
| Shower unit or screen (fitted by you) | | x | |
| Shower unit or screen (provided by us) | x | | |
| Staircases | x | | |
| Telephone socket (provided by us) | x | | |
| Telephone socket extensions (fitted by you) | | x | |
| Tile Grouting – Cosmetic | | x | |

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| Toilet cistern | x | | |
| Toilet seat | | x | |
| TV aerial outlets (provided by us) | x | | |
| TV aerial additional outlets fitted by you | | x | |
| TV aerial | | x | |
| TV Satellite dishes (fitted by you) | | x | Permission is required before installation |
| TV Satellite system (provided by us) | x | | |
| Vandalism if Crime Reference No. is provided | x | | |
| Wash hand basin | x | | |
| Washing machine flexible fill and waste pipes | | x | |
| Water damage caused by misuse of shower or appliance | | x | |
| Water supply and storage tank | x | | |
| White goods (provided by us & recorded in inventory) | x | | |
| Window frames | x | | |
| Window glazing units (broken by you or others) | | x | |
| Window glazing units (faulty) | x | | |
| Window ironmongery | x | | |
| Window sills | x | | |
| Windows lubrication of moving parts | | x | |

Appendix 2 - Examples of typical repair categories.

Emergency - Target - 6 hours response

An Emergency repair is our most serious category of repair. We define an emergency as a situation where there is a risk of personal injury, severe damage to property, or total loss of a resource. We will attend to emergencies within 6 hours of receiving your call, assuming repair work can be carried out safely. Additional follow-on works may be required, which will be categorised as Non Emergency.

Examples of an Emergency are;

- a large water leak
- a blocked WC (where there is only 1 WC in the property)
- complete electrical power failure
- bare live electrical wiring
- overflowing drains
- being locked out of a property

We will try to attend total heating failures within the same day, depending on a Tenants' particular needs.

Non Emergency - Very Urgent - Target within 48 hours response

Very Urgent repairs are required for faults that have the potential to cause further damage to a property or cause major inconvenience to Tenant or others.

Examples of Very Urgent faults are;

- a complete loss of hot water
- a blocked main drain
- a partial loss of electrical power

Non Emergency - Urgent - repair within 4 working days

Urgent repairs are required when there is no risk to the health and safety of a resident, but the fault is likely to cause a serious nuisance.

Examples of urgent faults are;

- a faulty door lock
- blocked waste pipes
- unsafe and damaged handrails or stair treads
- leaking pipes
- rotted floorboards

Non Emergency - Routine - Target - repair within 15 working day

Routine repairs are the most common type of repair work that we will carry out. Most general, day to day faults will fall into this category.

Examples of routine faults are;

- gutter cleaning
- dripping tap
- faulty internal door lock
- faulty kitchen units

Please note that due to the current coronavirus and lockdown restrictions these times may vary.