

The sections below give advice on which repairs are our responsibility, and which are yours, as a resident. If you still have any queries about whose responsibility a specific repair is then please phone us on **0800 183 1120**.

REPAIR	COMMENT	US	YOU
Baths	Except unblocking wastes	✓	
Bathroom fixtures and fittings	Except WC seats, bathroom cabinets, mirrors, shower curtains, towel rails and toilet roll holders	✓	
Carpentry		✓	
Chains and Plugs	On basins, baths and sinks		✓
Chimneys	Except sweeping	✓	
Communal areas		✓	
Decoration (external)		✓	
Decoration (internal)	Except when damage is caused by a structural defect		✓
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers		✓
Doors	Internal and external including frames, hinges, locks, door jambs and thresholds, letterboxes and handles	✓	
Fences and Gates		✓	
Fire grates and surrounds		✓	
Fixtures and fittings	Such as coat hooks, curtains, curtain rails		✓
Floor boards		✓	
Floor covering	Including adapting doors to accommodate carpets. Excluding kitchen and bathroom		✓
Front door lock	Except communal locks and fair wear and tear		✓

REPAIR	COMMENT	US	YOU
Garages		✓	
Gardening Maintenance	Including dustbins and refuse areas. Except communal areas.		✓
Gas		✓	
Glazing	If broken into you must get a crime number from the Police		✓
Hand basins	Except blockages	✓	
Heating	Including storage heaters and fitted electric fires. Except bleeding radiators.	✓	
Hot water heaters	Including cylinder jackets	✓	
Immersion heaters		✓	
Infestations	By ants, wasps, bees, cockroaches, mice, rats or bedbugs		✓
Internal door locks			✓
Kitchens	Except domestic appliances	✓	
Kitchen units		✓	
Light fittings	Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters	✓	
Locks of any type	Except external and communal locks		✓
Loss of keys	Including repairs to forced entry if you get locked out		✓
Paths	Including steps, footpaths and ramps	✓	
Plastering		✓	
Plumbing repairs and leaks	Except for washing machines and dishwashers and bleeding radiators	✓	
Porches	Except glazing	✓	
Re-lighting pilot lights	Including the resetting of any heating controls or programmes		✓
Re-washer taps		✓	
Roofs		✓	

REPAIR	COMMENT	US	YOU
Showers	Except curtains and rails	✓	
Sink units	Except blockages	✓	
Skirting boards		✓	
Stairs		✓	
Switches and sockets	Except dimmer switches	✓	
Telephone points			✓
TV aerials and sockets	Unless communal		✓
Washing lines	Except communal		✓
Waste blockages	Including basins, bath, WC's		✓
WC seats			✓
Windows	Including window Sills, catches, sash cords and frames	✓	
Worktops		✓	