

Repairs: what we fix



As landlord we are responsible for repair of the structure and exterior of the house including:

- drains
- gutters
- external fall and waste pipes
- the roof
- outside walls
- window frames
- doors – fair wear and tear
- chimneys
- ceilings and plaster work on larger scales

repair and maintenance of items such as:

- adaptations for disabled people as a result of recommendations by Social Services
- baths, bath panels, taps, hand basin, shower tray
- toilet pan, cistern, flushing systems due to fair wear and tear
- faulty door locks, door frames and fittings
- door entry systems
- electrical sockets and light fittings which have been installed by the Council. due to fair wear and tear

- extract fans, storage heaters, emergency lighting (communal)
- cooker connection point, pumps, immersion heater
- spin dryer (communal areas only), electric fires and showers installed by the Council
- house alarms installed by the council, hard wired smoke alarms
- floorboards due to fair wear and tear
- gas pipes, heating, water heating, radiators, faulty valves, time clocks and thermostats
- kitchen fittings and worktops. kitchen cupboards and drawers. door catches, handles and hinges supplied by the council. These are all subject to normal wear and tear.
- communal areas such as lifts and stairs
- council installed clothes posts outhouses
- retaining walls in garden, garages excluding tenants own structures
- down pipe (soil/rainwater), drains and gully surrounds, gully grids, damaged drains
- internal water supply
- hot and cold-water storage tanks
- leaking pipes
- sweeping of chimney where serving a council appliance, Chimney stacks
- roof structure and coverings, guttering, rainwater pipes and clips
- fascia boards, soffits, barge boards and roof lights
- staircases, banisters and handrails
- main air vents, external walls and rendering, foundations
- canopies over doors and windows, major plaster work, wall tiles and grouting
- window frames and sills, window fittings, window sash cord

We are also responsible for external decoration and redecoration of communal areas.

The tenancy agreement: paragraph 36 - repairs

We are responsible for repairs to the structure and exterior of the property. The main services and landlord's fixtures and fittings are also our responsibility. We reserve the right for our employees, and anyone authorised by us to carry our repairs. We also have the right to inspect and maintain them.

We will make reasonable arrangements for access. In an emergency we may enter without giving notice. We accept responsibility to meet the cost only of those repairs which are the result of fair wear and tear. Any other repairs will be your responsibility, including any damage caused by you. Any extra work may be rechargeable to you in line with the Council policy.