

Repairs to your Home

ITEM	WHO IS RESPONSIBLE?		
	Tcha Or Superior Landlords Responsibility	Special Repairs Procedure Is Applicable	Tenants Responsibility
Balconies (Individual)	✓		
Blocked Sinks, toilet seat and waste pipes			
Boundary fences and gates (where fence separates your garden from public right of way, for example road or alleyway)			✓
Boundary walls and railings, concrete and tarmac paths (shared only)	✓		
Communal and access staircases including balustrades and infill panels	✓		
Communal heating system – boiler house and plant	✓		
Communal lifts	✓		
Communal stairs, floors, doors, woodwork and metal work	✓		
Communal TV Aerial	✓		
Communal waste pipes, outside drains and sewers	✓		
Communal wiring, lighting, lightening conductors, laundry machine, alarm and communications system including intercom	✓		
Cylinder jackets		✓	✓
Decoration – external (wood, plastics, masonry, iron, steel and aluminium)	✓		
Decoration – internal (communal entrance halls and shared areas only)	✓		
Decorations inside your home			✓
Dividing fences and gates (fences which divide individual gardens)			✓
Domestic hot water (boiler)	✓		
Domestic hot water (tap kits)			✓
Door locks – external (if the keys have been lost)			✓
Doors (communal)	✓		
Door entry system	✓		
Doors – internal (you are responsible for missing or damaged doors including fire doors)			✓
Doors and Windows – external front and back door (if the damage has been caused by you, your family or friends, including glazing and ironmongery)			✓
Doors and Windows – external (if the damage has not been caused by wear and tear)			✓
Doors and windows – external (Defects only)	✓		
Draught excluders		✓	✓
Draught proofing		✓	✓
Electrical installations (including internal wiring and fittings)	✓		
External work to individual boundary walls and railings, concrete and tarmac paths (where they are not communal)			✓

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Fences and gates that are not public rights of way (if the damage has not been caused by you, your family or friends)	✓		
Fire Protection systems	✓		
Floors – cleaning and drying out afterwards			✓
Floors, tiles, lino and laminated flooring (to individual property)			✓
Foundations	✓		
Garages – Structural repairs	✓		
Garages – Mechanical issues including locks			✓
Gas or electrical appliances not provided by us, for example cookers, fridges, portable fires, showers, plugs and fuses.			✓
Gas supply distribution	✓		
Individual flat repairs, where there is a communal area or access – floors, stairs, partitions, doors, woodwork and metal work (inside)	✓		
Individual heating systems	✓		
Individual heating systems (if the damage has been caused by you, your family or friends)			✓
Inside decoration (including wallpapering,, emulsion, paint to walls and ceilings, painting woodwork and metal work)			✓
Kitchen fittings, ironmongery and cupboards (if the damage has not been caused by you, your family or friends, or if due to wear and tear- life expectancy of such items are expected to be 20 years)	✓		
Minor plaster (excluding hairline cracks)		✓	✓
Outside Walls (including brickwork, concrete, damp-proof course, rendering, timber cladding and asbestos sheeting)	✓		
Plugs for baths and sinks			✓
Pram sheds and stores (communal)	✓		
Pram shed and stores (individual)			✓
Rainwater goods – metal, plastic and those made from pre-cast concrete with bitumen	✓		
Refuse facilities (not dustbins)	✓		
Roofs (including flat roofs, balconies and external walkways, slates or tiles and the wooden structure)	✓		✓
Skirting boards (NOT if the damage has been caused by your, your family or friends)			✓
Tap washer replacement		✓	✓
Ventilation systems	✓		
Wall tiles (splash backs only)	✓		
Water supply – associated plumbing and lagging (outside of property)	✓		
Water supply, plumbing and sanitary services – pipework and soil pipe (inside), waste pipe (outside), valves, baths, sinks and wash basins, showers, toilets and inside pipe lagging	✓		
Welfare adaptation	✓		
Window and joint sealants	✓		
Windows – re-glazing (if the damage has been caused by you, your family or friends)			✓