



**REPAIRS RESPONSIBILITIES**

Please note this list is not exhaustive

Please consult with the repairs team if you are unclear on any aspect of this list

In all cases you will be recharged the cost of a repair where work is required due to negligence or misuse  
 In all vandalism cases, they should be reported to the Police and an incident report number taken.

ITEM	YOU	US	EXCEPTIONS
Bathroom Bath, Taps & washers		X	Damage by tenants
Bathroom Wash Hand Basin, Taps & washers		X	Damage by tenants
Bathroom Shower unit		X	Authorised installations / damage
Bathroom Toilet Pan/WC		X	Damage by tenants
Bathroom Toilet Cistern		X	Damage by tenants
Bathroom Toilet Seat		X	Damage by tenants
Bathroom Waste plugs, Chains to basins, Bath & Sink		X	Damage by tenants
Kitchen Cookers - electric & gas, including connection	X		
Kitchen Kitchen cupboards, worktops, sink,taps,washers		X	
Heating Chimney stacks, pots, cowls		X	
Heating Gas Heating, Boiler, radiators & pipes		X	
Heating Electric Heating, fixed point source		X	
Heating Fires, Electric & Gas		X	
Heating Fire surrounds		X	
Heating Tiles to marble hearth	X		
Electrical Fixed Electrical wiring, sockets, switches, pendants		X	Unauthorised / additional works
Electrical Fuse box, fuses		X	
Electrical Electric plugs and fuses to plugs	X		
Electrical Immersion Heater		X	
Electrical Light bulbs	X		Where tools are required for replacing
Electrical Extractor fans		X	
Electrical Smoke detectors		X	
Electrical Smoke detector testing		X	
Electrical Door entry systems		X	
Doors External doors, handles, locks and glass		X	
Doors Internal doors, handles		X	
Doors Door name plates	X		
Doors Doorbell	X		Unless fitted by Manor Estates
Doors Keys, additional or replacement of lost keys	X		
Doors Lock changes	X		
Doors Weather strips and seals		X	
Windows Window frames & cills		X	Unless broken by tenant
Windows Glass, external, including double glazing		X	Unless broken by tenant
Windows Glass, internal, doors and screens		X	Unless broken by tenant
Windows Ironmongery, catches and handles		X	Unless broken by tenant

ITEM	YOU	US	EXCEPTIONS
Plumbing Drainage, including blockages		X	Tenant misuse
Plumbing Water supply (hot or cold)		X	
Plumbing Rainwater Downpipes, gutters		X	
Plumbing Overflow pipes		X	
Plumbing Blocked sink or toilet		X	Tenant misuse
Plumbing Washing Machine connections	X		Only where fitted by Manor Estates
Structure Retaining Walls		X	
Structure Foundations		X	
Structure Roof, coverings, tiles, slates, roof lights		X	
Structure External walls, masonry, dpc, roughcasting		X	
Structure Fascia, Soffit boards		X	
Structure Balconies		X	
Structure Porch		X	
Structure Stairs, steps, common or external		X	Unauthorised installations
Structure Handrails, external		X	
Interior Internal walls, ceilings, plaster, plasterboard		X	
Interior Floor boards		X	
Interior Floor covering (including laminate flooring)	X		Unless fitted by Manor Estates
Interior Skirting boards, door frames & surrounds		X	
Interior Staircase, bannister rails		X	
Interior Loft hatch		X	
Interior Cupboards		X	Unless fitted by tenant
Interior Internal Decoration	X		Fire, flood, home contents cover
Interior Pest control, rodents, mice and insects	X		
Exterior Bin shelters, pram stores		X	
Exterior Garages		X	Unless erected by tenant
Exterior Garden sheds, greenhouses, car ports	X		Installations must be approved
Exterior Driveways		X	Unless provided by tenant
Exterior Main access paths		X	Unless adopted by Local Authority
Exterior Fences, garden boundaries, gates		X	
Exterior Drying areas, garden areas		X	Grass cutting/planting
Exterior Clothes poles, Rotary dryers		X	Ropes and rotary lines
Other Items Communal areas, communal doors		X	
Other Items Communal TV systems		X	Private installations
Other Items Communal laundry equipment		X	
Other items TV Aerials and aerial outlets	X		Communal systems on certain estates