



REPAIRS RESPONSIBILITIES

please note this list is not exhaustive

in all cases you will be recharged the cost of a repair where work is required due to negligence or misuse

in the instance of vandalism, report first to police and keep a note of the incident number

please direct all enquiries to Technical Services Department for decision

ITEM	YOU	US	EXCEPTIONS
Bathroom	Bath, taps & washers	✓	damage by tenants
Bathroom	Wash hand basin, taps & washers	✓	damage by tenants
Bathroom	Shower unit	✓	unauthorised installations / damage
Bathroom	Toilet pan / WC	✓	damage by tenants
Bathroom	Toilet cistern	✓	damage by tenants
Bathroom	Toilet seat	✓	damage by tenants
Bathroom	Waste plugs, chains to basins, bath, sink	✓	
Kitchen	Cookers - electric & gas, including connection	✓	
Kitchen	Kitchen cupboards, worktops, sink, taps, washers	✓	
Heating	Chimney stacks, pots, cowls	✓	
Heating	Chimney sweeping	✓	solid fuel heated properties only
Heating	Gas Heating, boiler, radiator and pipes	✓	
Heating	Electrical heating, fixed point source	✓	
Heating	Fires, electric and gas	✓	unauthorised installations
Heating	Fire baskets, grates & surrounds	✓	unless provided by tenant
Heating	Fireplace tiles / marble hearth	✓	
Electrical	Electrical wiring, sockets, switches, pendants	✓	unauthorised / additional installations
Electrical	Fuse box, fuses, mcbs	✓	
Electrical	Electric plugs and fuses to plugs	✓	
Electrical	Immersion Heater	✓	
Electrical	Light bulbs	✓	where tools are required for replacing, enclosed bathroom / external fittings or ceiling mounted fluorescent tubes
Electrical	Extractor Fans / Ventilators	✓	
Electrical	Smoke detectors, mains wired	✓	
Electrical	Smoke detectors, replacement units	✓	
Electrical	Smoke detectors, replacement batteries	✓	Mains wired and Sheltered developments
Electrical	Smoke detectors, testing	✓	Sheltered developments
Electrical	TV Aerials, and aerial outlets	✓	communal systems, certain estates
Electrical	TV Aerial, communal socket	✓	
Electrical	Entry Systems	✓	
Doors	External doors, handles, locks and glass	✓	
Doors	Internal doors, handles	✓	
Doors	Door name plates	✓	
Doors	Doorbell	✓	
Doors	Keys, replacements	✓	
Doors	Lock changes	✓	
Doors	Weather strips and seals	✓	
Windows	Window Frames, Sills	✓	
Windows	Glass, external, including double glazing	✓	unless broken by tenant
Windows	Glass, internal, doors, screens	✓	unless broken by tenant
Windows	Ironmongery, catches and handles	✓	unless broken by tenant



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Plumbing	Drainage, including blockages	✓	tenant misuse
Plumbing	Water supply, hot and cold	✓	
Plumbing	Rainwater Downpipes & gutters	✓	
Plumbing	Overflow pipes	✓	tenant misuse
Plumbing	Blocked sink or toilet	✓	tenant misuse
Plumbing	Washing machine connections	✓	where fitted by Manor
Structure	Retaining walls	✓	
Structure	Foundations	✓	
Structure	Roof, coverings, tiles, slates, roof lights	✓	
Structure	External walls, masonry, dpcs, roughcast	✓	
Structure	Fascia, soffit boards	✓	
Structure	Balconies	✓	
Structure	Porch	✓	unauthorised installations
Structure	Stairs & steps, common or external	✓	
Structure	Handrails, external	✓	
Interior	Internal walls & ceilings, plaster, plasterboard	✓	
Interior	Floor boards	✓	
Interior	Floor coverings, laminate flooring	✓	unless fitted by Manor
Interior	Skirting boards, fascias	✓	
Interior	Staircase and bannister, internal	✓	
Interior	Hatch, to loft	✓	
Interior	Cupboards	✓	unless installed by tenant
Interior	Decoration, internal painting	✓	fire, flood, home contents cover
Interior	Pest control, rodents and insects	✓	
Exterior	Bin shelters, pram stores, coal bunkers	✓	
Exterior	Garages	✓	unless erected by tenant
Exterior	Garden shed, greenhouses, car ports, pigeon lofts	✓	installation must be authorised
Exterior	Driveways	✓	unless provided by tenant
Exterior	Path, main access, driveways	✓	adopted by Local Authority, those serving ground floor balconies or those provided by tenant
Exterior	Fences, garden boundaries, gates, handrails	✓	
Exterior	Drying Areas, garden areas	✓	grass cutting, planting
Exterior	Clothes poles & rotary dryers	✓	ropes
Exterior	Ropes, & rotary lines, clothes drying	✓	
Exterior	Communal play areas & equipment	✓	
Exterior	Decoration, external painting	✓	
Other Items	Communal areas, communal doors	✓	
Other Items	Communal TV systems	✓	private installations
Other Items	Communal laundry appliances	✓	