

Repairs and Maintenance

What Repairs We Will Do, What Repairs You Should Do

As your landlord, we are responsible for maintaining and repairing the structure of your home, plus plumbing, heating and electrical services. You are responsible for keeping the property in good order, keeping it clean and decorating to a reasonable standard. You are also responsible for certain minor repairs.

The following table shows what repairs we will do, and which ones you are responsible for.

Please note we will only do repairs free of charge where these result from fair wear and tear through reasonable use of your home. Where we believe that repairs are caused by carelessness or deliberate acts, we will ask you to do the repair yourself or we may recharge you for the cost of the repair.

Repair	Comments	Responsibility	
		CHS	You
Inside Your Home			
Windows			
Window Boards, Sills & Frames		✓	
Window Catches, Locks, Sash Cords		✓	
Curtain Rails, Poles, Tracks and Hooks			✓
Doors			
Internal Doors and Frames		✓	
Loose or Damaged Internal Door Handles, Hinges and Locks	Excluding misuse and only if we have fitted them.	✓	
Adjusting Doors for Carpets	Or other floor covering installed by you, such as laminate flooring.		✓
Lost Or Damaged Keys, Keys Jammed or Snapped Off In Locks – Internal Doors And Window Locks			✓
Floors			
Concrete Floors		✓	
Floor Tiles, Sheet Vinyl Covering	Only if we have provided them.	✓	
Fitted Carpets, Laminate Flooring			✓
Floorboards		✓	
Internal Walls			
Major Plastering and Vents		✓	
Minor Plastering – Cracks and Small Holes (Cracks Up To 3mm Wide)			✓
Wall Tiles	Only if we have provided them.	✓	

Repair	Comments	Responsibility	
		CHS	You
Skirting Boards		✓	
Decoration (Internal)			✓
Ceilings			
Decoration			✓
Hall			
Hat And Coat Rails and Hooks			✓
Telephone Sockets			✓
Staircase			
Stairs, Banisters, Handrails		✓	
Kitchen			
Kitchen Cupboards, Drawers, Catches, Hinges		✓	
Cup Hooks, Hanging Racks and Shelves			✓
Worktops	Including the seals around it.	✓	
Alterations To Install Your Own Appliances or Fittings	You must ask permission before doing this. You are responsible for maintaining anything you install yourself.		✓
Washing Machine Plumbing	Not connector hoses. We do not connect or install your appliances.	✓	
Your Own Appliances, Fittings, Plugs, Leads Etc.	Installation and connection (e.g. cookers) are at your expense.		✓
Blocked Kitchen Sink	Blockages caused by misuse. Also see Drains and Pipes.		✓
Dripping Tap		✓	
Tap Loose From Sink		✓	
Tap Won't Turn On Or Off	If jammed on, turn water off at stop tap.	✓	
Stop Tap and Valves		✓	
Plug And Chain to Sink			✓
Gas Cooker Point	You must arrange for the gas cooker to be installed by a Gas Safe qualified person at your own expense. This includes providing a bayonet fitting.	✓	
Extractor Fan		✓	
Cooker Hoods	Only if we have provided it. Replacement filters and bulbs are your responsibility.	✓	
Bathroom And Toilets			
Dripping Tap		✓	
Tap Loose From Basin or Bath		✓	
Tap Won't Turn on Or Off	If jammed on, turn water off at stop tap.	✓	

Repair	Comments	Responsibility	
		CHS	You
Plug And Chain to Basin or Bath			✓
Blocked Basin, Bath or Shower Waste.	Blockages caused by misuse. Also see Drains and Pipes.		✓
Basin, Bath, Shower Tray, Including Seal Around.	Except unblocking waste caused by misuse.	✓	
Shower Hose and Head			✓
Electric Shower Unit (Excluding Hose and Head)	Only if we have provided it.	✓	
Shower Rail			✓
Shower Curtain			✓
Toilet Pan and Cistern		✓	
Blocked Toilet	Blockages caused by misuse (do not put nappies or other large objects down the toilet). Also see Drains and Pipes.		✓
Toilet Seat, Mirrors, Cabinets, Toilet Roll Holder and Towel Rails			✓
Leak From Water Supply Pipes, Waste Pipes and Waste Traps		✓	
Bath Panels		✓	
Shelves In Airing Cupboards	Excluding misuse and only if we have provided them.	✓	
Heating And Hot Water			
Gas meter and supply, gas meter box		✓	
Gas boiler – servicing, repairs, and maintenance	you are responsible for re-lighting the pilot light.	✓	
Hot and cold-water tanks and overflows, water pipes		✓	
Immersion heater		✓	
Radiators and valves	You are responsible for bleeding radiators.	✓	
Heating controls – time clocks, programmers, thermostats.	You are responsible for re-setting controls.	✓	
Gas fires		✓	
Electric fires	Only if we have provided them.	✓	
Removing radiators while decorating	This must be done by a competent person.		✓
Storage heaters	This must be done by a qualified person.	✓	
Electrical			
Electric Meter and Supply, Electricity Meter Box		✓	
Consumer Unit (Fuse Box)	You are responsible for resetting a tripped switch.	✓	
Wiring, Sockets, Fixtures and Light Fittings	Only if provided by CHS, not dimmer switches.	✓	

Repair	Comments	Responsibility	
		CHS	You
Light Bulbs, Fuses, Fluorescent Tubes and Starters and Dimmer Switches	We will replace light bulbs in communal areas.		✓
Pull Cord Strings			✓
Mains Wired Smoke Alarms	You must test and change the battery if needed.	✓	
Smoke And Heat Alarms		✓	
TV Aerials and Sockets	Unless communal (shared) aerial.		✓
Satellite TV Dish	Permission needed.		✓
Intercom And Door Entry Systems	Only if we have provided them.	✓	
Outside Your Home			
Roofs			
Chimneys		✓	
Roofs Including Tiles, Slates and Flashings		✓	
Fascia Boards, Soffits, Barge Boards and Other External Timber		✓	
Canopies And Porches Over Doors	Only if we have provided them.	✓	
Drains And Pipes			
Guttering, Rainwater Pipes, Gullies and Grids	You are responsible for cleaning leaves, garden waste etc. from gullies.	✓	
Drains, Drain Covers and Grids	You are liable for the cost of repairs caused by misuse.	✓	
Soil Pipes	You are liable for the cost of repairs caused by misuse.	✓	
External Walls			
External Walls, Mortar and Wall Finishes, Cladding		✓	
Foundations		✓	
Garden Walls		✓	
Garages And Outbuildings		✓	
Windows			
Window Frames, Sills		✓	
Glazing In Windows and Doors	Where caused by criminal damage and reported to the police (crime number required).	✓	
Glazing In Windows and Doors	All other reasons.		✓
Doors			
Entrance Doors, Hinges and Frame		✓	
Entrance Door Locks, Handles, Latches, Letterboxes, Draught Excluders		✓	
Door Knockers, Bells, Door Numbers	Unless communal.		✓

Repair	Comments	Responsibility	
		CHS	You
Door Entry Systems	Only if we fitted them.	✓	
Repairs To Damage Caused by Forced Entry If You Get Locked Out			✓
Lost Door Keys – Lock Change			✓
Lock Change After Tenant Is a Victim of Crime	You must report to police and obtain a crime number before we will do the work.	✓	
Communal Areas			
Hallways, Landings, Stairs, Refuse Chutes, Doors and Locks	Including light bulbs in communal areas.	✓	
Private Gardens and Boundaries			
Garden Maintenance, Removal of Rubbish			✓
Footpaths, Hard Standings, Paving, Patios, Ramps, Rails and Steps	Only if we or Social Services installed them (e.g. a wheelchair ramp).	✓	
Outbuildings and Sheds	Only major repairs and if we installed them.	✓	
Fencing and Gates	Only if we installed them. You must renew gate catches. Excludes acts of wilful vandalism.	✓	
Gardens And Boundaries			
Replacement Locks and Padlocks to Garages and Outbuildings			✓
Boundary Marker (Concrete Post and Line Wire, Privacy Panels, Fences and Gates)	Not minor repairs.	✓	
Clothes Posts, Lines, Rotary Driers.	We will repair communal (shared) rotary driers which we installed.		✓
Water Butts			✓