

Repair Responsibilities - November 2015

Version 1

| Filter | Description | CONNECT HOUSING | TENANT |
|-----------------|--|-----------------|--------|
| General | The structure and exterior of the property, including exterior paintwork, drains, gutters and external pipes. | X | |
| General | Any installations for the supply and use of water, gas, electricity, and sanitation (including baths, sinks, wash-hand basins and toilets). | X | |
| General | Any appliances provided by the landlord under the tenancy for making use of the supply of water, gas or electricity (including bleeding radiators & Topping up boiler pressure - Sure Contract Item) | X | |
| General | Servicing and repair to tenants own gas appliances | | X |
| General | Any installations for space heating and water heating. | X | |
| General | Replacement of any cyclinder Jackets | | X |
| General | Any fixtures, fittings and furniture provided by the landlord under the terms of the tenancy. | X | |
| General | Tenants fixtures and fittings (curtain rails, door no's, wardrobes, toilet roll holders etc) | | X |
| General | Curtain Battens | X | |
| General | Keeping in good repair any common areas or areas required for access. | X | |
| General | Keeping any communal area required for access adequately lit and safe to use. | X | |
| General | Any appliance not provided by Connect (cookers, washing machines, fridges etc) including connecting any hose or cable. | | X |
| General | Connecting cookers (using Bayonet fitting) | | X |
| General | Making Good Tenant DIY | | X |
| General | Replacing Light Bulbs/Tubes & starters, fuses | | X |
| General | Filling wall cracks less than 3mm wide | | X |
| General | Removal of household rubbish/waste | | X |
| General | Replacing Lost Keys | | X |
| General | Providing Access into the property if keys have been lost | | X |
| General | Changing Locks (unless the locks are broken) | | X |
| General | Treatment of Condensation * Connect may treat any associated mould growth (if as a result of faulty or inadequate extractors/trickle vents, faulty heating etc) | | X |
| General | Cleaning of extractor fans | | X |
| External | Maintaining personal gardens (including paths and walkways and trees) | | X |
| External | Trees located in communal areas | X | |
| External | Removing Bulky Items | | X |
| External | Repairs to individual satellite dish or TV aerial (individual to property) | | X |
| External | Repairs to communal satellite dish or TV aerials (communal) | X | |
| External | Repairs/replacing personal washing lines or clothes dryers (We do replace/repair communal) | | X |
| External | Keeping drains and gullies free from leaves and other blockages (except communal area) | | X |
| External | Burglar alarms | | X |
| Electrics | Electric Supply Tripping * Tenants responsibility if as a result of faulty appliance | X | |
| Tenant Damage | Any repair required as a result of tenant damage or by their visitors (invited or not) through accident, abuse or neglect) * Connect will complete if H&S and may recharge back to the tenant. | | X |
| Doors & Windows | Replacing doorknobs & Letter boxes | X | |
| Doors & Windows | Tightening up loose handles, hinges, handrails, kitchen cupboards catches and other ironmongery | | X |
| Doors & Windows | Shaving doors (e.g. when a new carpet is fitted) | | X |
| Doors & Windows | Broken Glass unless caused by criminal activity | | X |
| Doors & Windows | Blown window units (we now replace all blown units) | X | |
| Pest Control | Mice and Rats | X | |
| Pest Control | Any other pest control issues (internal) | | X |
| Pest Control | Any other pest control issues (located on communal areas) | X | |
| Kitchen | Replacing sink plugs and chains | | X |
| Kitchen | Clearing kitchen sink blockages | | X |
| Kitchen | Repairing/replacing kitchen cupboard locks/keys | | X |
| Bathroom | Replacing or repairing Toilet Seats (with the exception of Closomat toilets) | | X |
| Bathroom | Replacement or cleaning of Shower head & hoses | | X |
| Bathroom | Replacing sink and bath plugs and chains | | X |
| Bathroom | Clear toilet/bath blockages | | X |

*** The Association is sensitive to the needs of our tenants and we accept that on occasions we may need to be flexible in applying the above criteria, when taking into account tenants individual circumstances. Our Customer Service Officers have the discretion to raise works orders outside of the above guidelines to order works that would normally be the tenants responsibility (and log them separately under 02 code)**