This list is not exhaustive and aims to give general examples of the types of repairs. It may change from time to time based upon legislation.

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| **Landlord Responsibilities** | **Tenant Responsibilities** |
| **Emergencies – 24 hours**  An emergency is to make safe/secure where there is danger to the tenants and/or properties and is a health and safety risk. Where necessary, full repairs will be carried out within business hours and within a reasonable timescale.   1. Severe roof leaks 2. Burst pipes 3. Blocked WC 4. Loss of electrical power or light (rechargeable to tenant if found to be no funds on key meter) 5. Loss of gas (rechargeable to tenant if found to be no funds on key meter) 6. No heating/hot water for sheltered tenants 7. Loss of emersion heater if this is the only heating available 8. Insecure external window, door or lock 9. Rotten timber floor or stair tread 10. Warden call equipment not working 11. Lift   **Urgent repairs – within 7 days**   1. Partial loss of electric power or light 2. Unsafe power, lighting socket or electrical fitting 3. Partial loss of water or gas supply 4. Loss or partial loss of space or water heating 5. No heating or hot water (general/family housing) 6. Blocked or leaking drains or soil stack 7. Toilet blocked or not flushing (if not the primary toilet within the property) 8. Blocked sink, bath or basin 9. Tap which cannot be turned off 10. Leak from water or heating pipe, tank or cistern that can be contained 11. Leaking roof (where contained) 12. Extractor fan in kitchen or bathroom not working, where there is no other ventilation. 13. Replacement of bulbs in communal areas 14. Fluorescent tubes and fittings (unless fitted by the tenant) 15. Door entry phone not working   **Routine repairs – within 30 days**   1. Minor repairs with toilet, baths or sinks 2. Door or windows sticking 3. Plaster repairs 4. Fencing and boundary wall repairs 5. Replacement/repair to communal rotary dryers 6. Replacement of extractor fan filters 7. Balance radiators 8. Treatment of mould/damp and associated redecoration works if necessary   **Annual or planned maintenance and repairs**     1. Annual gas safety checks 2. Five yearly Electrical Safety testing 3. Outside walls and windows, window sills, catches, sash cords and window frames including necessary external painting and decorating 4. Chimneys, chimney stacks and flues 5. Communal internal walls, doors and floors etc. 6. Loose floor boards 7. Plasterwork 8. Pathways and steps to property 9. Boundary walls and fences 10. Water pipes and heaters 11. Water heaters, fireplaces, fitted fires and central heating installations 12. Maintenance of all internal and external communal areas and grounds | 1. Decorating the inside of your home including making good any minor cracks in plaster 2. Changing domestic fuses, light bulbs including fluorescent tubes, startersand fittings (unless fitted by WFHA) 3. Replacing plugs and chains in sinks and wash hand basins, shower heads (if not fitted by WFHA) and fittings such as cabinets, toilet roll holders and toilet seats 4. Replace floor coverings (excluding kitchens and bathrooms) 5. Replace washing lines, unless communal and included within the service charge 6. Bleeding radiators 7. Maintaining gardens including the dustbin and refuse areas (unless communal) 8. Taking reasonable precautions to prevent damage to the property by fire, frost, condensation, the bursting of water pipes or the blocking of drains, 9. An attempt to clear any sink blockages 10. Plumbing in any washing machines & dishwashers and resolving any problems with the leaks from them 11. Ensuring the property is clean, tidy and reasonably decorated at all times, and that all furniture and rubbish has been removed prior to ending a tenancy 12. Replacement locks and damage to doors caused by loss of keys 13. Insuring the contents of your home 14. Pest control treatments including infestation by ants, wasps, bees, cockroaches, mice, rats or bedbugs, unless the infestation affects an entire scheme and is included within your service charge. 15. The cost of replacing or repairing any part of the property which you damage deliberately, accidently, or through neglect 16. Oiling locks, hinges, ventilators, repairing and replacing everyday items such as fuses and light bulbs, curtain rails, washer taps, toilet seats, shower hoses and heads, (not installed by the Association) keys, window locks and door handles. 17. Maintenance of smoke detectors 18. Blockages to gullies and waste pipes 19. Filling in minor cracks in plaster, sealing around sinks and baths (plus plugs and chains) and gaps between floor and skirting 20. Floor covering excluding vinyl in kitchens and bathrooms 21. Frost precautions in winter 22. Cleaning of dustbins to individual properties and window cleaning 23. Repair of your own appliances, fixtures and fittings. 24. Misuse of kitchen units 25. Fitting draught excluders 26. Washing lines (to private homes) 27. Redecoration after condensation/mould treatment, (unless damp caused by building defect) 28. Changing of locks and cutting new/additional keys 29. Broken windows 30. Redecoration works after plumbing leak or flooding (from bath, toilet, washing machine etc) 31. Ceiling roses 32. Bath panels 33. Sufficient ventilation to prevent condensation and subsequent mould and damp   **Tenants are also responsible for:**   * 1. Any alterations to the property carried out by the tenant, which must have been approved by WFHA   2. Provide access for essential safety checks, maintenance and repairs to be carried out   3. Ensuring any appointments with representatives and contractors of WFHA are kept, or notice given to cancel and rearrange if not convenient   4. To arrange for the removal of any large items of rubbish from their properties and communal areas, such as furniture including bed frames, mattresses’, chairs, tables, sofas etc. white goods including cookers, fridge/freezers, washing machines etc. and other items such as boxes, wood, carpets, flooring etc.   Should we discover any repairs carried out by our approved contractors, that are not the responsibility of the Association, they will be recharged to the tenant. |