

Repairs: who fixes it?

Items marked with **RTR** are qualifying repairs covered by the Tenants' Right to Repair regulations.

If we are responsible for a repair we will complete within the number of working days given for that type of repair.

Tenants will be recharged for repairs caused by accident or neglect.

If you are elderly or disabled and have no-one who can help, we may do repairs that are usually your responsibility or we may put you in touch with volunteer organisations who can help.

Communal TV systems are maintained by Virgin Media. This will change when the digital service is installed.

Work	Who does it?	Working days
Heating		
Blocked flue RTR	Us	1
Chimney and flue	Us	20
Total loss of hot water and heating RTR (30 April to 1 November)	Us	3
Total loss of hot water and heating RTR (31 October to 1 May)	Us	1
Partial loss of hot water and heating RTR (30 April to 1 November) (two or more radiators not working)	Us	3
Partial loss of hot water and heating RTR (31 October to 1 May) (two or more radiators not working)	Us	3
Service Landlord's gas systems	Us	Annually
Sweeping chimney	You	
Heating appliance fitted by you	You	
Windows		
Make safe insecure window RTR	Us	1
Window catches and handles	Us	20
Window frames	Us	20
Oil hinges and minor repairs	You	

Work	Who does it?	Working days
Plumbing		
Internal blockages to sinks, basins, baths or toilet	You	
Communal blockages to sinks, basins, baths or toilet RTR	Us	3
Blocked or leaking shared foul drain or soil stack RTR	Us	1
Toilet not flushing (no other toilet) RTR	Us	1
Total loss of cold water supply RTR	Us	1
Partial loss of cold water supply RTR	Us	3
Major leaks and burst pipes RTR	Us	1
Minor leaks	Us	3
Tap cannot be turned RTR	Us	3
Gutters and downpipes	Us	20
Plugs and chains	You	
Connecting washing machine	You	
Bathroom		
Bath, toilet or wash basin repairs	Us	1
Toilet seat	You	
Shower unit (unless disabled person)	You	
Kitchen		
Connect gas cooker	You	
Cupboard hinges and catches	You	
Kitchen unit repairs (except wear and tear)	You	
Sink and drainer	Us	20
Doors		
Door bell, number or letter plate	You	
Door chain, spy hole or cat flap	You	
Glass in internal door	You	
Inside doors, handles or latches	You	
Make safe insecure outside door RTR	Us	1
Outside doors	You	
Lock repairs or renewals	You	
Keys (lost, stolen or broken)	You	
Door entry phone (handsets) RTR	Us	7

Work	Who does it?	Working days
Electrics		
Individual TV aerial	You	
Immersion heater	Us	3
Light fittings (not table lamps)	Us	3
Extractor fan (where no window) RTR	Us	7
Plugs (including housings)	You	
Smoke detector - testing and cleaning	You	
Sockets and switches	Us	5
Lighting in communal hallways	Us	3
Total loss of electrics RTR	Us	1
Partial loss of electrics RTR	Us	3
Unsafe electrical fittings RTR	Us	1
Structure		
Missing roof tile or slate	Us	20
Leaking roof and water inside RTR	Us	7
Floorboard repairs	Us	20
Dangerous floors	Us	3
Stairs	Us	20
Steps to entrance	Us	20
Walls and ceilings	Us	20
Other		
Blocked refuse chute	Us	3
Fence fronting public highway	Us	20
Fence between gardens	You	
Gates and latches	You	
Inside decorations	You	
Condensation	You	
Outside decorations	Us	Planned
Timber shed	You	
Brick or block store attached to home	Us	20
Garage repairs	Us	20
Garage lock	You	
Repair path to front door	Us	20
Loose or broken bannister or handrail RTR	Us	3
Rotten wooden flooring or stairtread RTR	Us	3
Floor, wall and fireplace tiling	You	