

Repairs & Maintenance - Summary of Responsibilities

Repair Type	Responsibility
Doors	
Flat entrance or rear door & frame (buildings built pre 2016)	Leaseholder
Flat entrance or rear door & frame (buildings built post 2016)	Council
Door handles (in all cases)	Leaseholder
Door locks (in all cases)	Leaseholder
Lost keys	Leaseholder
Additional security	Leaseholder
Internal doors in flat	Leaseholder
Patio doors (buildings built pre 2016)	Leaseholder
Patio doors (buildings built post 2016)	Leaseholder
Shed doors	Council
Balcony doors	Council
Doors in communal areas	Council
Heating	
Communal boiler **	Council
Radiators & pipes connected to district heating system	Council
Individual heating system and pipes	Leaseholder
Room heaters	Leaseholder
For Gas Leaks call Transco on 0800 111 999	
Plumbing	
Pipes exclusively serving the flat (running in flat and communal areas) *	Leaseholder
Communal pipes (running through flat and communal areas)	Council
Tap and tap washers	Leaseholder
Stopcocks, ball valves, bath basin, sink, blocked waste pipes	Leaseholder
Individual hot/cold water tanks inside flat	Leaseholder
Individual water tank in loft	Leaseholder
Communal water tank in loft	Council
Water leaks from plumbed appliances *	Leaseholder
Gas	
Gas leaks inside flat	Leaseholder
Cookers	Leaseholder
Gas fires	Leaseholder
Gas servicing	Leaseholder
For Gas Leaks call Transco on 0800 111 999	
Walls and ceilings	
Structure of party wall	Council
Structure of internal walls	Council
Structure of walls to communal areas	Council
Internal plaster	Leaseholder
Ceilings	Leaseholder
Sweeping chimneys	Leaseholder
Fireplaces	Leaseholder
Chimney breasts	Council
Air vents in wall (requires permission)	Leaseholder
Decorations	
Internal decorations	Leaseholder
Decorations to external /communal areas	Council
Sheds	
Brick shed structure (in private gardens)	Leaseholder
Pram Sheds (in communal grounds)	Council
Wooden shed structure	Leaseholder
Doors	Leaseholder
Locks on doors	Leaseholder

Communal Facilities	
Car parking areas	Council
Communal gardens & lawns	Council
Communal laundry & facilities	Council
Communal TV aerial	Council
Internal TV aerial sockets	Leaseholder
Door entry system & handset ****	Council
Lifts	Council
Communal paths and gates	Council
Roofs & Gutters	
Roofs	Council
Gutters	Council
Rain water pipe	Council
soil pipe	Council
Windows	
Communal windows (including all window furniture)	Council
Flat window frames	Council
Flat windows integrated into door frame (buildings built pre 2016)	Leaseholder
Flat windows integrated into door frame (buildings built post 2016)	Council
Flat window hinges	Leaseholder
Flat window handles (including UPVC units)	Leaseholder
Flat window fixtures & catches	Leaseholder
Flat window panes *	Leaseholder
Flat window gaskets / Rubber seals	Leaseholder
Additional security / restrictors	Leaseholder
Air vents	Leaseholder
Electrical	
Wiring exclusively serving the flat (running in flat and communal areas) *	Leaseholder
Communal lighting	Council
Wiring in loft space exclusively service individual flat	Leaseholder
Immersion heater	Leaseholder
Fuses	Leaseholder
Extractor fans	Leaseholder
Pests	
Pigeon infestation	Leaseholder
Insect/rodent infestation to individual flat ***	Council
Insect/rodent infestation to block ***	Council
Drains	
Blockage to shared drainage pipes	Council
Blockage inside flat	Leaseholder
Private Balconies	
Structural works	Council
Balcony doors (see Doors)	Council
Floors inside flat	
Floorboards	Leaseholder
Skirting boards	Leaseholder
Floor tiles	Leaseholder
Joists	Council
Concrete screed (layer Smoothing floor surface)	Leaseholder
Mould, Condensation, Damp	
Condensation & Mould – dealing with cause	Leaseholder
Rising Damp – dealing with cause	Council

Report a Repair

To report repairs that are the Council's responsibility, please call 0800 181 744 or 020 8825 5682

- * In emergencies or to make an insurance claim, call Davies Managed Systems (OCASO) on 0344 856 2032 (24 hours at national rates), quoting **policy number 40012 'London Borough of Ealing'**. A £50 excess will be payable on all claims. Insurers can arrange emergency glazing, electricians, plumbers and alternative temporary accommodation if required. Response time is generally within a few hours.
- ** Communal heating/hot water fails: Housing Repairs on 020 8825 5682
- *** Insect/rodent infestation: Call Pest Control on 020 8825 6644. Some exclusions apply.
- **** To request a new fob please call the neighbourhood housing office. A fee applies for all new keys.

For Gas Leaks call Transco on 0800 111 999

Other Useful Contacts

Telephone Numbers

Neighbourhood Housing Office	020 8825 5387
Service charge and major works account and payment enquiries	020 8825 7846
Major works enquiries	020 8825 7515
Home Ownership general enquires	020 8825 5583
Reporting repairs	020 8825 5682 or 0800 181 744
Anti-social behaviour	020 8825 5994
Cleaning/caretaking	020 8574 7385
Grounds maintenance	020 8574 7385
Abandoned vehicles	020 8825 6000
Graffiti removal	020 8825 6000
Refuse collection	020 8825 6000
Pest control	020 8825 6644

Additional Advice and Support

Emergency buildings insurance claims	0344 856 2032 (24hr)
Citizen's Advice Bureau	0845 050 5250
Leasehold Advisory Service (LEASE)	020 7832 2500
National debt helpline	0808 808 4000 (Freephone)
Victim Support line	0845 30 30 900
Local police	101
Welfare benefits	0800 055 6688 (Under 60 years) 0800 99 1234 (Over 60 years)