REPAIRS & MAINTENANCE
The following table will help you to identify who is responsible for the repair:

<table>
<thead>
<tr>
<th>Structure &amp; external</th>
<th>Council</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drains, gutters &amp; external pipes</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roof, fascia, soffit &amp; chimney stacks</td>
<td>✔️</td>
<td></td>
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</tr>
<tr>
<td>External walls &amp; rendering</td>
<td>✔️</td>
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<tr>
<td>Outside doors, windows, frames &amp; sills</td>
<td>✔️</td>
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<td>✔️</td>
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</tr>
<tr>
<td>Door entry system to flat blocks</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replacement or additional door entry keys or fobs</td>
<td>✔️ ✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pathways &amp; steps</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door number &amp; letter plates</td>
<td>✔️ ✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gates</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal washing lines &amp; posts</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dustbins &amp; household rubbish removed</td>
<td>✔️ ✔️</td>
<td></td>
<td></td>
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<tr>
<td>Garages &amp; outbuildings</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boundary fencing repair/replacement</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision of new fencing</td>
<td>✔️ ✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gaining entry to a property after loss of keys</td>
<td>✔️ ✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal entrances, halls, stairways &amp; aerials</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifts &amp; lighting</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door entry phones, fire alarms &amp; smoke detectors</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## REPAIRS & MAINTENANCE

<table>
<thead>
<tr>
<th>Structure &amp; installations in your home</th>
<th>Council</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal walls, floors, ceilings (repairs, not decorations)</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Internal doors &amp; door handles</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Plaster work to walls &amp; ceilings</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Replacement of vinyl floor tiles</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Repairs to basins, baths, sinks &amp; toilet</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Water heaters &amp; central heating equipment</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Bath panels</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Kitchen units &amp; worktops</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Repairs or replacement of taps, plugs &amp; chains</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Changing fuses, plugs, light bulbs &amp; fluorescent tubes</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Clearing blockages to sinks &amp; baths</td>
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<td></td>
<td>✓</td>
</tr>
<tr>
<td>Window cleaning</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Internal decorations</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Upkeep of garden areas (unless communal)</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Broken glazing</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Disconnection &amp; reconnection of cookers &amp; fires</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Plumbing in of washing machines</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Environmental treatment for infestation of wasps, vermin, fleas, ants &amp; silverfish</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Repairs due to damage caused by resident, resident’s family or visitors</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
HOW TO USE THIS GUIDE TO REPORT A REPAIR

We are committed to improving the repairs service for our customers. The next few pages contain diagrams of the most common repairs reported. Please use these as a guide to help you and quote the page heading and item number shown in the box. Our repairs staff will be able to see the diagrams on their computer screen.

Sometimes a surveyor may need to visit your home to make a diagnosis of exactly what is wrong. If your repair is of a very urgent nature a trades person will call as soon as practically possible. For other repairs we will try to offer you an appointment (morning or evening time slots). You will also receive a repairs receipt in the post.

Please don’t forget to ask for identification.
1. Loose bath panel

2. Leakage between bath and wall

3. Broken or missing plug and chain

4. Shower unit broken

5. Broken shower switch

6. Dripping tap
7. Leaking tap
8. Loose fitting tap
9. Broken tap
10. Blocked bath
11. Waste broken
12. Waste fitting broken
DOORS — EXTERNAL

1. Missing door number
2. Sticking door at top
3. Bell not working
4. Broken letterbox
5. Rotten weatherboard
6. Door sticking at bottom
7. Damaged threshold
8. Loose frame
9. Damaged frame caused by force
10. Broken hinge

DOORS — INTERNAL

11. Broken hinge
12. Door sticking at top/lock side
13. Door sticking on bottom hinge side
1. Up and over door not working properly
2. Up and over door broken
3. Broken or missing lock
4. Broken locking bar
5. Missing or broken padlock
6. Missing or broken padlock and fitting
DOORS — LOCKS & FITTINGS

1. Any lock needs repair  
2. Broken overhead door closer  
3. Adjustment needed to overhead door  
4. Broken side door closer  
5. Broken floor spring  
6. New keys needed for cylinder lock  
7. Repairs needed to broken cylinder lock  
8. Broken cylinder lock  
9. Broken rim lock  
10. Broken mortice deadlock  
11. Broken mortice lock  
12. Broken bolt  
13. Broken plastic handles  
14. Broken metal handles  
15. Broken security chain
1. Sticking door at top/lock side

2. Broken lock

3. Broken lock and handle

4. Double glazed unit in door is broken

5. Door sticking on bottom/hinge side

6. Draught excluder needs replacing

7. Spyhole required for PVCu door
DRAINAGE

1. Blocked soil stack
2. Leaking soil stack
3. Loose soil stack
4. Blocked soil pipe
5. Blocked drain
6. Loose manhole cover
7. Blocked gully
8. Broken or missing gully grate

Freephone 08000 281870
1. Blocked gutter

2. Broken plastic bracket

3. Broken metal gutter fitting

4. Leaking plastic gutter

5. Leaking metal gutter

6. Broken plastic gutter

7. Broken metal gutter

8. Broken plastic stop end

9. Blocked downpipe

10. Downpipe leaking

11. Loose downpipe

12. Broken shoe on metal downpipe

13. Broken shoe on plastic downpipe
1. Broken ceiling switch
2. Broken cord to ceiling switch
3. Broken light pendant, lampholder and rose
4. Broken batten holder
5. Broken single light switch
6. Loose light switch
7. Broken double light switch
8. Broken extractor fan
9. Broken smoke detector
10. Broken entry phone
FENCING & GATES

1. Broken Suffolk latch

2. Broken bolt

3. Broken gate latch

4. Broken keep for latch

5. Gate not closing/opening properly

6. Broken gate hinge

7. Broken pale on gate

8. Broken interwoven fence 1.8m high

9. Broken interwoven fence 1.2 – 1.8m high

10. Loose fence post

11. Loose chainlink fence

12. Metal gate/post needs repair
EXTERNALES

1. Broken line for rotary dryer
2. Broken rotary dryer
3. Broken clothes post
4. Loose stone on top of wall
5. Step needs relaying
6. Paving needs relaying
1. Missing door number
2. Single wall tile needs renewing
3. Two or more wall tiles need renewing

4. Plaster on ceiling needs patching
5. Cracked ceiling plaster
6. Loose skirting board
7. Damaged skirting board
8. Wall plaster needs patching
9. Cracked wall plaster
10. Broken vent on wall
11. Single tile needs replacing
12. 2 or more tiles need replacing
13. Rotten floor
1. Time clock needs repairing

2. Broken cooker switch

3. Broken single socket

4. Loose socket

5. Loose socket

6. Broken double socket

7. Consumer unit (fuse board)
HEATING & HOT WATER

1. Service required for gas fire (see Gas Safety Advice, page 9)

2. Gas fire not working

3. Broken storage heater

4. Radiator only partly warm:
   1st November – 30th April

5. Radiator only partly warm:
   1st May – 31st October

6. Loose tile on surround

7. 1 tile broken on surround

8. 2–10 tiles broken on surround

9. Missing cylinder jacket

10. Top immersion not working

11. Immersion temperature wrong

12. Bottom immersion not working
KITCHEN UNITS

1. Broken catch
2. Broken door
3. Broken hinge
4. Door not opening or closing properly
5. Broken hinge
6. Door not opening or closing properly
7. Broken door
8. Broken catch
9. Broken timber drawer
10. Broken plastic drawer
11. Broken plastic drawer runner
12. Water leakage between worktop and wall
1. Loose chimney pot

2. Broken chimney pot

3. 1–3 roof tiles loose

4. 4 or more roof tiles loose

5. 1 plain tile broken

6. 2 or more plain tiles broken

7. 1 interlocking tile broken

8. 2 or more interlocking tiles broken

9. Leaking flat roof

10. 1–3 loose slates

11. 4 or more loose slates

12. 1 broken slate

13. 2 or more broken slates

14. 1 loose hip or ridge tile

15. 1 broken hip or ridge tile

16. 1 broken hanging tile

17. 2 or more broken hanging tiles
1. Broken basin bracket
2. Broken or missing plug and chain
3. Broken chrome grill in basin
4. Leaking tap
5. Dripping tap
6. Broken basin tap
7. Loose tap
8. Water leaking between wall and basin
9. Loose basin
10. Broken basin
11. Broken basin trap
12. Broken basin waste and trap
13. Blocked basin
14. Broken chrome grill in sink
15. Leaking tap
16. Loose tap
17. Broken sink tap
18. Dripping tap
19. Leakage between sink and wall
20. Blocked sink
21. Broken sink trap
22. Broken sink waste pipe and trap
1. Broken handrail bracket
2. Loose handrail bracket
3. Broken handrail
4. Loose handrail
5. Loose tread
6. Rotten tread
1. Broken overflow pipe
2. Overflowing cistern
3. Cistern not flushing
4. Broken handle or chain
5. Broken flushpipe to high level cistern
6. Cracked pan
7. Broken seat
8. Loose seat
9. Broken handle or chain
10. Loose cistern
11. Leaking flushpipe
12. Broken flushpipe to low level cistern
13. Broken soil pipe connection
14. Blocked pan
15. Loose pan

TOILETS
1. Burst water pipe
2. Leaking water pipe
3. No water supply
4. Partial water supply

5. Stop tap not turning off or on

6. Overflowing tank

If the overflow is running from the tank, the fault is most likely to be the ball valve
1. Broken small clear glass
2. Broken small obscure glass
3. Broken small clear wired glass
4. Broken small obscure wired glass
5. Broken medium clear glass
6. Broken medium obscure glass
7. Broken medium clear wired glass
8. Broken medium obscure wired glass
9. Broken large clear glass
10. Broken large obscure glass
11. Broken large clear wired glass
12. Broken large obscure wired glass
1. Small double glazed unit needs replacing
2. Medium double glazed unit needs replacing
3. Large double glazed unit needs replacing
4. PVCu window not opening or closing properly
5. Broken handle on PVCu window
6. Broken hinges on PVCu window
7. Broken fastener on PCVu pivot window
1. Side opening window not opening or closing properly
2. Broken hinge on timber window
3. Broken side handle on timber frame
4. Damaged frame
5. Broken bottom handle on timber frame
6. Damaged sill
7. Insecure window
We hope you found this guide useful.
If you have any further queries please contact
08000 281870