

Responsibility list for repair work

General Housing

External

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Garden maintenance and rubbish clearance		•
Garages and outbuildings, if owned by GC (excluding unauthorised alterations)	•	
Communal areas including lifts and stairs maintenance	•	
Boundary fencing, walls and gates supplied by GC	•	
Paths & Driveways (Unless constructed by the customer)	•	
Clothes line / rotary line (except communal areas/flats)		•
External painting & Decorating	•	
External cladding and rendering	•	
Looking after your garden, cutting the grass and hedges. Pruning and cutting down trees (unless it's a Health and safety risk to the customer, public or properties) All within the curtilage of the property.		•

Internal

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Gaining entry to the property due to keys lost		<ul style="list-style-type: none"> ● (rechargeable repair)
Glazing and other damage	<ul style="list-style-type: none"> ● 	<ul style="list-style-type: none"> ● (If damaged and deemed a rechargeable repair)
Outside doors, frames and thresholds	<ul style="list-style-type: none"> ● 	
Outside door locks and ironmongery (communal areas)	<ul style="list-style-type: none"> ● 	<ul style="list-style-type: none"> ● (rechargeable repair if lost keys/padlock)
Internal doors catches and handles	<ul style="list-style-type: none"> ● 	
Adjusting doors for new floor coverings		<ul style="list-style-type: none"> ●
Door entry systems	<ul style="list-style-type: none"> ● 	
Door vents repairs (the Tenant has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)	<ul style="list-style-type: none"> ● 	
Window frames and architraves, cills	<ul style="list-style-type: none"> ● 	
Window ironmongery and trickle vents	<ul style="list-style-type: none"> ● 	
Window blinds, battens & curtains		<ul style="list-style-type: none"> ●
Internal timber or UPVC window boards	<ul style="list-style-type: none"> ● 	
Security door chains (Unless deemed a H&S risk to the tenant)		<ul style="list-style-type: none"> ●
Telephone points		<ul style="list-style-type: none"> ●

Roofs and Chimney's

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Aerials, satellite dishes, telephone equipment and all associated cabling (unless it's a communal area or is affected due to GC remedial/refurbishment works)		●
Chimneys and chimney stacks and pots	●	
Roof structure and coverings	●	
Lean-to roofs		●
Fascia, soffit and barge boards	●	
Guttering rainwater pipes and clips	●	
Concrete canopies over doors and windows	●	

Pipes and Drainage

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Soil vent pipes and clips	●	
Drain and gulley surrounds	●	
Drain grids	●	
Keeping gully grids clean		●
Inspection chambers	●	
Clearing blocked drainage (not the water authority primary drainage)	●	

Walls & Ceilings

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Foundations and damp-proof course	•	
Core vents repairs (the Tenant has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)	•	
Minor plaster work such as small holes and minor imperfection in finish		•
Decorative finishes		•
Wall tiling if provided by us – kitchen and bathroom only (where tiles are replaced an exact match cannot be guaranteed)	•	
Skirting boards	•	
Decorative dado and picture rails & curtain poles		•
Major plaster work	•	
Decorative plaster coving		•

Flooring

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Timber floor boards and joists	•	
Concrete and screeds	•	
Vinyl flooring and floor tiles provided by us in kitchen and bathroom (where tiles are replaced an exact match cannot be guaranteed) *	•	
Flooring in communal areas	•	
Floor covering and carpets (not in communal areas)		•
Timber floor boards and joists	•	

Staircases

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Treads, risers, banisters, spindles and handrails	•	
Additional handrails and brackets (Unless requested through OT)		•

Kitchen

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Kitchen cupboards	•	
Cupboard drawers and doors	•	
Cupboard handles, catches and hinges	•	
Worktops	•	
Any damage to the above caused by misuse		•

Bathroom

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Bath panels	•	
Internal pipe boxing (if provided by us)	•	
Wash hand basin	•	
Bath/ shower tray	•	
Showers	•	
Seals to bath/ sink	•	

Toilet seat and lid *		●
Shower curtain		●
Shower screens	●	
Basin and bath plugs and chains		●
OT equipment such as closomat toilets	●	

Plumbing

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Water service pipes from internal stop tap, overflow pipes and water tanks	●	
Blocked sink, bath and wash hand basin waste pipes	●	
Blocked toilets	●	
Taps, stop tap and wheel valves	●	
Toilet flushing system	●	
Plugs and chains		●
Bleeding air from radiators		●
Repairs to plumbing due to misuse, decorating, carpet fitting etc		●

Gas

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Gas meter and supply of gas (Tenant to contact energy firms)		●
Gas pipework	●	
Gas boilers	●	

Gas fires	•	
Boiler – Re setting/adjusting timer and pressure boiler. *		•
Radiators, valves, time clocks and thermostats	•	
Gas cooker disconnection and reconnection (unless integrated and supplied by the association)		•
Gas bayonet		•

Energy efficiency

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Draught proofing	•	
Loft insulation	•	

Electical

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Electric meter and supply of electric (Tenant to contact energy firms)		•
Electric consumer unit and trip switches (Tenant responsibility to check if MCB's have tripped)	•	• (To check if MCB on CCU has tripped)
Electrical wiring, sockets and light fittings	•	
External light fittings (if installed by us – Typically on front and rear of house)	•	
Wired- in smoke and carbon monoxide alarms	•	

Standard light bulbs (except communal areas)		•
Sealed lights and fluorescent tubes found in kitchens and bathrooms	•	
Electric storage heaters	•	
Electric focal point fires (if installed by us)	•	
Immersion heaters	•	
Extractor fans	•	
Door Bells – Traditional hard wired and fitted by us)	•	• (Wifi / bluetooth systems)

Extras

Repair	Grwp Cynefin Responsibility	Tenant Responsibility
Rats	• (If inside of property)	• (If external)
White goods	• (If integrated and not gifted by GC)	• (If customer owned or gifted by GC)