

Item	Us	You	Timescale (days)
Adaptations	√ (Unless you have supplied it or got it from another organisation)		
Back boilers	√		
Balconies	√		
Banisters inside your home	√		3
Baths	√		
Bin stores or shelters	√		
Brickwork, blockwork and so on	√		
Carports	√ (Unless you put it up without our permission)		
Ceilings	√		
Chimney stacks, pots, cowls and so on	√		
Chimney sweeping		√ (Except for blocked flues causing a fire risk)	1

Item	Us	You	Timescale (days)
Cisterns	√		
Clothes poles	√		
Clothes lines		√	
Coal bunkers	√ (Except for the wood closing off the opening)		
Cupboards		√	
Damp-proof courses	√		
Decorating the inside of your home		√ (Except shared areas)	
Decorating the outside of your home	√ (Except for your own property such as sheds or garden furniture)		
Doorbells	√ (Except those not provided by us)		
Doors to shared areas	√		
Doors to your home and the door fittings	√		

Item	Us	You	Timescale (days)
Doors inside your home	√		
Downpipes	√		
Drainage (including blockages)	√ (Unless caused by the negligence or misuse by you or anyone living with or visiting you)		1
Driveways	√		
Drying areas (shared)	√		
Electric heaters and fires	√ (Except those not provided by us)		
Electric plugs		√	
Electrical wiring, sockets and switches	√ (Except where work has been done without our permission)		
Entry systems	√		
Estate footpaths and walkways	√ (Unless the local authority maintains them)		

Item	Us	You	Timescale (days)
Extractor fans	√		7
Fences between properties		√ (Except those put up by us)	
Floorboards	√		3
Fluorescent tubes		√ (Except in shared areas, or if you are elderly)	
Foundations	√		
Fuse boxes	√		
Fuses in plugs		√	
Garages	√ (Except those put up without our permission)		
Garden huts		√ (Where provided by us)	
Garden walls	√ (Unless not provided by us)		
Gas central heating (pipes, radiators, timers, thermostats)	√		

Gas detectors		√ (Unless provided by us)	
Gas fires	√ (Unless it is not provided by us)		
Gas piping	√		
Gates	√		
Glass (double glazing)	√		
Glass in doors inside your home		√	
Glass inside your home		√ (Except in shared areas)	
Glass on the outside of your home	√ (If caused by vandalism which has been reported to the police and you have an incident number)		
Grab rails	√		
Greenhouses		√	

Item	Us	You	Timescale (days)
Overflow pipes	√		
Painting in shared areas	√		
Painting outside the property	√		
Parking areas	√		
Paths (main access to the home)	√		
Paths to gardens	√ (Unless not provided by us)		
Paths (public)	√ (Except those maintained by the local authority)		
Pest control	√		
Pigeon lofts		√	
Plaster and plasterboard	√		
Play areas and equipment	√ (Unless not provided by us)		
Plugs and chains for baths, sinks and basins		√	
Roofs, roof tiles, slates and skylights	√		
Ropes for clothes drying		√ (Except in shared areas)	
Rotary clothes dryers	√ (Unless caused by negligence or misuse)		

Item	Us	You	Timescale (days)
Roughcast	√		
Shared areas to flats	√		
Shared TV systems	√ (Unless we did not provide the system)		
Sheds		√ (Unless provided by us)	
Shower units and fittings	√ (Except those not supplied by us)		
Shower curtains		√	
Sink base units	√		
Sink and drainers	√		
Skirting boards	√		
Smoke detectors (battery and mains)	√ (Except those not supplied by us)		
Smoke-detector batteries		√ (Except for batteries in smoke detectors connected to the mains)	
Sockets (electrical)	√		

Solid-fuel central heating	√ (Unless not provided by us)		
Stairs	√		3
Stair lighting	√		
Steps	√		1
Switches (electrical)	√ (Except where work has been done without our permission)		
Taps	√ (Except tap washers)		
Tiles		√ (Except those provided by us)	

Item	Us	You	Timescale (days)
Toilets (bowl and cistern)	<p style="text-align: center;">√</p> <p>(Unless caused by negligence or misuse by you or anyone living in or visiting your home)</p>		1
Toilet seats		√	
TV aerials		<p style="text-align: center;">√</p> <p>(Except for shared systems provided by us)</p>	
TV aerial sockets	<p style="text-align: center;">√</p> <p>(Except those not provided by us)</p>		
Ventilators	<p style="text-align: center;">√</p> <p>(Except for work done without our permission)</p>		
Washbasins	<p style="text-align: center;">√</p> <p>(Unless caused by negligence or misuse by you or anyone living in or visiting your home)</p>		
Water heating	<p style="text-align: center;">√</p> <p>(Except for work done without our permission)</p>		
Water tanks and pipes	√		
Window frames, sills and fittings	√		