

Who is responsible?

The following table sets out who is responsible for repairs

Repair type	Who is responsible?
Adaptations	Us (Unless you have supplied it or got it from another organisation)
Back boilers	Us
Balconies	Us
Banisters inside your home	Us
Baths	Us
Bin stores or shelters	Us
Brickwork, blockwork and so on	Us
Carbon Monoxide (CO) detectors	Us
Carports	You
Ceilings	Us
Chimney stacks, pots, cowls	Us
Chimney sweeping	Us
Cisterns	Us
Clothes poles	Us
Clothes lines	You
Coal bunkers	Us
Damp-proof courses	Us
Decorating the inside of your home	You (except for shared areas)
Decorating the outside of your home	Us (Except for your own property such as sheds or garden furniture)
Doorbells	Us (Except those not provided by us)
Doors to shared areas	Us
Doors to your home and the door fittings	Us
Doors inside your home	Us
Downpipes	Us
Drainage (including blockages)	Us (Unless caused by the negligence or misuse by you or anyone living with or visiting you)
Driveways	Us
Drying areas (shared)	Us
Electric heaters and fires	Us (Except those not provided by us)
Electric plugs	You
Electrical wiring, sockets and switches	Us (Except where work has been done without our permission)
Entry systems	Us
Estate footpaths and walkways	Us (Unless the local authority maintains them)
Extractor fans	Us
Fences between properties	You (Except those put up by us)
Floorboards	Us
Fluorescent tubes	You (Except in shared areas)
Foundations	Us
Fuse boxes	Us
Fuses in plugs	You
Garages	Us (Except those put up without our permission)
Garden huts	You

Garden walls	Us (Unless not provided by us)
Gas central heating (pipes, radiators, timers, thermostats)	Us
Gas fires	Us (Unless it is not provided by us)
Repair type	Who is responsible?
Gas piping	Us
Gates	Us (Except ones not provided by us)
Glass (double glazing)	Us
Glass in doors inside your home	Us
Glass on the outside of your home	Us (If caused by vandalism which has been reported to the police and you have an incident number)
Grab rails	Us
Greenhouses	You
Guttering	Us
Handles on internal doors	Us
Handrails	Us
Hatches to attics	Us (Except ones not provided by us)
Immersion heaters	Us
Keys (replacements)	You
Kitchen fittings and worktops	Us
Lifts	Us (Except those not provided by us)
Light bulbs (including external and bathroom)	You (Except those in shared areas)
Lighting pendants and ceiling roses	Us (Except those fitted by you)
External locks on the doors to your home	Us (Except when you have lost or broken your key)
Nameplates on doors	You
Outbuildings	You (Except those provided by us)
Overflow pipes	Us
Painting in shared areas	Us
Painting outside the property	Us
Parking areas	Us
Paths (main access to the home)	Us
Paths to gardens	Us (Unless not provided by us)
Paths (public)	Us (Except those maintained by the local authority)
Pest control	Us
Plaster and plasterboard	Us
Play areas and equipment	Us (Unless not provided by us)
Plugs and chains for baths, sinks and basins	You
Roofs, roof tiles, slates and skylights	Us
Ropes for clothes drying	You (Except in shared areas)
Rotary clothes dryers	Us (Unless caused by negligence or misuse)
Roughcast	Us
Shared areas to flats	Us
Shared TV systems	Us (Unless we did not provide the system)
Sheds	You (Unless provided by us)
Shower units and fittings	Us (Except those not supplied by us)
Shower curtains	You
Sink base units	Us
Sink and drainers	Us
Skirting boards	Us
Smoke detectors (battery and mains)	Us (Except those not supplied by us)

Smoke-detector batteries	You (Except for batteries in smoke detectors connected to the mains)
Sockets (electrical)	Us
Solid-fuel central heating	Us (Unless not provided by us)
Repair type	Who is responsible?
Stairs	Us
Stair lighting	Us
Steps	Us
Switches (electrical)	Us (Except where work has been done without our permission)
Taps	Us (Including tap washers)
Tiles	You (Except for those provided by us)
Toilets (bowl and cistern)	Us (Unless caused by negligence or misuse by you or anyone living in or visiting your home)
Toilet seats	You
TV aerials	You (Except for shared systems provided by us)
TV aerial sockets	Us (Except those not provided by us)
Ventilators	Us (Except for work done without our permission)
Washbasins	Us (Unless caused by negligence or misuse by you or anyone living in or visiting your home)
Water heating	Us (Except for work done without our permission)
Water tanks and pipes	Us
Window frames, sills and fittings	Us