



Maintenance liability

The Landlord must.

- Keep the exterior of the building (e.g. roof, walls, doors, windows, paths) in good repair [although this could be the responsibility of a block management company].
- Keep the interior of the building (e.g. ceilings, doors, floors) in good repair.
- Ensure supplies of gas, water and electricity are in good working order.
- Maintain kitchen and bathroom equipment and services.
- Maintain shared areas like entrances and stairways [although this could be the responsibility of a block management company].

We expect you to.

- Treat your home with care. Remember, you may be charged for repairs or damage that are not considered fair wear and tear.
- Report repair problems to us as soon as possible. You may be charged where there is increased damage to the property because of your failure to report a repair problem quickly.
- Replace minor items like tap washers, light bulbs, toilet seats, shower heads and hoses.
- For further guidance refer to the checklist below which tells you who is responsible for the most reported repairs.

		WHO IS RESPONSIBLE		
REPAIR		LANDLORD	TENANT	EXCEPTIONS
Accidental or malicious damage			x	
Adjusting doors for carpets			x	When the tenant has installed the carpet
Batteries in smoke detectors			x	
Bath panels			x	
Blockage to sinks, baths and wash hand basins			x	
Blocked toilets			x	Unless the blockage is due to pipe or infrastructure failures.
Boundary walls and fences			x	
Chimney Sweeping			x	
Communal areas to flats	x			

Condensation		x	Unless due to a building fault
Cookers		x	Unless installed by landlord
Damage due to forced entry by police		x	
Damage due to persons known to the tenant (whether invited or unwelcome).		x	
Decorating - external		x	Where tenant has been given authority to decorate
Decorating - internal		x	Where tenant has been given authority to decorate
Draught excluder		x	
Electrical wiring and fixtures	x		
Fences		x	

Gardening and trees		x	
Gas central heating	x		
Glazing - crime number required	x		Unless caused by persons known to the tenant.
Guttering and downpipe repairs	x		
Guttering and downpipe clearance		x	
Hot water cylinder jackets		x	
Light bulbs, tubes and starters		x	
Locks to doors and windows	x		
Lost keys		x	
Kitchen units	x		
Pest control		x	Unless due to a repair failure
Plaster	x		Except when the tenant has

			stripped wallpaper or caused the damage.
Plugs and chains to sinks, baths and wash hand basins		x	
Plumbing	x		
Shower heads and hoses		x	
Taps leaking		x	
Tenants own fixtures and fittings		x	
Timber sheds		x	
Toilet pans and cisterns	x		Unless the repair is due to tenant action or inaction.
Toilet seats		x	
TV aerials or satellite dishes		x	Except communal aerials.