

Repair responsibilities



1. Outside				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Walls	●			Unless you have fitted your own
Dangerous walls, make safe	●		24 hours	
External brickwork including re-pointing	●		20 working days	
External rendering	●		20 working days	Major repairs are added to a planned maintenance programme
Major repairs on future planned maintenance	●		20 working days	
Internal plastering	●		20 working days	
Window frames & sills	●		20 working days	Unless you have fitted your own
External doors				
Door entry phone not working	●		5 working days	Where installed by us
Door release solenoid not working	●		5 working days	Where installed by us
Moving/additional door entry phone		●		
Make safe or secure external door	●		24 hours	Tenants responsible for lost keys
Gain access – keys lost, locked out		●		Chargeable unless the tenant is registered as vulnerable
Glazing to external door		●		
Glass (where previously boarded up)	●		5 working days	Tenant must first agree to pay if they are responsible
Repair or replace useable locks to external doors	●		24 hours	Useable but sticking lock – 20 working days
Replace faulty seals to external doors	●		20 working days	
Door numbers, knockers, bells		●		Bells that are battery-operated
Hard-wired electric doorbells	●			
Door letterboxes & letter plates		●		
TV aerial	● (communal aerial)	● (individual aerial, unless fitted by you)	5 working days	
Pathways/external steps				
Repairs to paths	●		20 working days	Make safe in 24 hours if trip hazard
Repairs to driveways, hard standings & patio areas	●		20 working days	Make safe in 24 hours if trip hazard
Steps	●		20 working days	Make safe in 24 hours if trip hazard
Replacement of paths at the front of the property (not paths you added to your own garden)	●			As part of planned maintenance only
Providing driveways, hard standing & patio areas	●	●		On refurbishment contract only
Providing washing line paths	●	●		On refurbishment contract only

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
External decorating	●			
Rendering & brickwork repairs	●			
Main drains				
Blocked foul drains (sewers)	●		24 hours	Drains we own only
Blocked rainwater drains	●		5 or 20 working days	Drains we own only
Damp proof course	●			
Washing lines & pulley ropes		●		Except in communal blocks
Communal clothes line	●		20 working days	
Draft excluders to doors & windows		●		
Fencing between gardens and front gates	●			Unless damaged or neglected by the tenant
Gutters & outside pipes				
Clear blocked gutter	●		5 or 20 working days	
Replace broken gutter	●		5 working days	
Remake leaking gutter joints	●		20 working days	
Replace fascia board	●		20 working days	Unless on an immediate planned maintenance contract
Gates	●		20 working days	

2. Inside

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Glass in windows		●		Unless resulting from criminal damage and you have a crime reference number
Ceiling	●		20 working days	
Floors				
Rotten floorboards	●		5 working days	
Repairs to floorboards	●		5 working days	Chargeable where damaged by the tenant or by the tenant's contractor
Refix loose/squeaking floorboards	●		20 working days	Chargeable where damaged by the tenant or by the tenant's contractor
Floor tiles	●		20 working days	Only if we fitted them
Quarry tiles	●		20 working days	Only if we fitted them
Re-screed concrete floor	●		20 working days	
Repair/replace skirting boards	●		20 working days	
Skirting boards	●		20 working days	
Internal doors & frames				
Ease & adjust doors		●		
Internal door frames	●		20 working days	
Repairs to internal doors, locks & handles		●		

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Decorating				
Internal decorations		●		
Internal decorations damaged by repairs	●		20 working days	A decoration voucher will usually be offered to non-vulnerable
Curtain rails & battens		●		
Walls	●		20 working days	
Ceramic wall tiles	●			Unless you installed them
Condensation	●			
Mould growth – less than 25% of room		●		Unless defect is causing the condensation, we will advise on prevention (see page 17)
Mould growth – more than 25% of room	●		20 working days	
Extractor fans	●		5 or 20 working days	If there is no window

3. Kitchen				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Cooker		●		Except at hostels
Cooker hood		●		Unless we installed it
Sinks	●		20 working days	Chargeable if tenant damage
Cupboards, including catches, handles, hinges		●		
Sealant between cupboards and tiling	●		20 working days	
Washing machine connections		●		
Disconnection and reconnection of appliances		●		
Kitchen units provided by the us (only carcass)	●		20 working days	Hinges & handles chargeable if due to tenant damage
Kitchen worktops provided by us	●		20 working days	Where due to fair wear & tear. Chargeable if damaged
Vinyl – rip or tear		●		Unless due to a leak or a repair
Florescent tube lights/starters		●		Unless it is fault

4. Bathroom				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Baths	●		5 working days	Charges apply if misused
Wash basin	●		5 working days	Charges apply if misused
Toilet & Cistern	●		5 working days	
Toilet seat		●		
Wooden airing cupboard slats/shelving		●		
Bath panels		●		
Electric Shower		●		Unless we provided it
Vinyl – rip or tear		●		Unless due to a leak or a repair

5. Heating				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Flues	●		24 hours	Blockages will be cleared within 24hrs
Boilers				
Drain down back boiler or make safe	●		24 hours	24 hours if only means of heating hot water
Repair back boiler	●		5 working days	
Water heater	●		5 working days	
Central heating				Annual service provided
Total or partial heating failure 31 Oct to 1 May	●		24 hours	Treated as an emergency
Total or partial heating failure 2 May to 30 Oct	●		5 working days	Treated as an emergency
Gas				
Gas meter		●		Contact your energy provider direct
Gas fires	●		5 working days	Annual service provided if fire fitted by us
Gas escapes	●	●	1 to 3 hours	Report to National Grid
Failure of gas fires fitted/or approved by us	●		5 working days	24 hours if the only heat source in the room
Gas cookers, connection pipes and other tenant appliances		●		
Storage heaters	●		5 working days	If supplied by us
Bleeding/venting radiators		●		
Immersion heater				
Repair/replace (if only form of water heating)	●		5 working days	
Repair/replace (if alternative water heating available)	●		20 working days	

6. Electrical				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Additional electric sockets		●		Except where part of a programme
Unsafe power or lighting socket or electrical fittings	●		24 hours	Charges apply where misuse has occurred
Lamp-holder skirts		●		
Providing/renewing light bulbs		●		
Batteries in smoke alarms		●		
Electricity meter		●		Contact your energy provider direct
TV aerial systems	●		20 working days	Communal
Resetting electrical trip switches		●		
Consumer unit	●		24 hours	
Electrical wiring	●		24 hours	
Hardwired smoke alarm	●		5 working days	
Carbon monoxide detectors	●		5 working days	

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
No electricity at all	●	●	24 hours	Except during power cuts/failures
No lights at all	●		24 hours	Chargeable if found to be tenant misuse
Lights and/or power to only part of property	●		5 working days	
Check electrics after water penetration	●		24 hours	Chargeable if found to be tenant misuse
Dangerous or exposed wires	●		24 hours	
Repair or renew fuse box	●		5 working days	Unless no power – 24 hours
Fuses to plugs or appliances		●		
Communal hallway lighting and landing lights	●		5 working days	Complete lighting failure – 24 hours
All lamps/bulbs/tubes		●		Except communal areas
Smoke detectors	●		24 hours	If due to battery failure, we may charge the tenant the cost of the visit
Smoke detector batteries		●		
Rewiring fuses or resetting trips		●		
Any other internal electrical work	●		20 working days	

7. Pipes/tanks/cylinders				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Burst pipe – internal	●		24 hours	
Burst pipe – external	●		24 hours	
Blocked or leaking soil pipe	●		24 hours	May be rechargable
Replace section of soil vent pipe	●		20 working days	Providing it is not leaking
Water hammer / pipe vibration	●		20 working days	
Re-fix rainwater pipes	●		20 working days	–
Air lock	●		5 working days	No water from air lock – 24 hours
Burst tank	●		24 hours	Given immediate attention
No water at all	●		24 hours	
Leaking water or heating pipe, tank or cistern	●		24 hours	
Faulty stop cock/valve	●		5 working days	
Insulation to hot water cylinder	●		20 working days	Except on future planned maintenance contract
Insulation to pipes		●		
Drainage inspection cover	●		20 working days	Unless dangerous, then made safe within 24 hours

8. Plumbing				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Radiator valves	●		20 working days	Charges apply where misuse occurs
Blocked WC pan		●		Chargeable if due to tenant abuse (e.g. disposal of nappies)
Re-fix/replace WC pan	●		20 working days	Unless unusable, then 24 hours
Replace loose or broken WC seat		●		
Toilet not flushing (where only toilet)	●		24 hours	Otherwise 5 working days
Blocked sink, bath or wash hand basin		●		
Unusable sink/bath/wash		●		
Re-fix loose wash or hand basin brackets	●	●	5 working days	Chargeable if due to tenant damage
Re-fix loose bathroom tiles	●		20 working days	
Re-fix bath panel and framework	●		20 working days	
Plugs and chains to basin, sinks and bath		●		
Taps will not turn off (e.g. running full bore)	●		24 hours	
Taps will not fully turn off (e.g. dripping)	●		20 working days	5 working days if water meter fitted
Taps – washers		●		
Replacement tap to bath/sink	●		20 working days	Unless unusable, then 5 working days
Other repairs to taps	●		5 working days	
Replace faulty shower over bath	●		5 working days	If installed by us
Replace faulty shower unit (where no bath available)	●		5 working days	If installed by us
Leaking wastes	●		5 working days	Charges apply where misuse occurs
Blocked wastes	●	●		Charges apply where misuse occurs

9. Roofs				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Slipped tiles – dangerous	●		24 hours	
Make safe after storm damage	●		24 hours	As far as possible due to safety
Major roof repairs	●			Future planned maintenance contract
Rain penetration	●		5 working days	We will make safe within 24 hours if possible
Re-fix or replace loose or cracked tiles of slate	●		5 working days	24 hours if dangerous
Repairs to lead flashings	●		20 working days	
Re-bed and re-point joints to roof ridge tiles	●		20 working days	

10. Stairs and lifts

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Damaged stairs or lifts not working	●		24 hours	
Repair banister or hand rail	●		20 working days	
Refix loose bannister or hand rail	●		5 working days	Unless considered dangerous, then 24 hours
Rotten stair tread or damaged stair nosing	●		5 working days	Unless considered dangerous, then 24 hours
Re-fix loose stair tread	●		20 working days	Unless considered dangerous, then 24 hours
Missing balustrade	●		5 working days	
Other repairs to staircases	●		20 working days	

11. Window glazing

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Broken glass		●	24 hours	Glass replaced for vulnerable tenants and where a police crime number issued.
Alternatively, we will board up & secure the property	●		24 hours	As far as possible, due to safety
Glass (where previously boarded up)	●	●	20 working days	Where the tenant has agreed to pay when they are responsible
Glass in communal areas	●		5 working days	24hrs if necessary to secure the property. Alternatively, we will board up & secure the property
Secure loose window frame	●		24 hours	
Re-putty window glazing	●		20 working days	
Re-bed and re-point joints to roof ridge tiles	●		20 working days	

12. Window repairs

Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Repairs where a window cannot be opened or fully closed	●		5 working days	
Repairs where a window cannot be secured	●		24 hours	
Ease and/or adjust sticking window	●		20 working days	
Repair or replace window catches	●		20 working days	Providing window can be secured – if not then 24 hours
Fix new windowsill boards	●		20 working days	
Rain penetration	●		20 working days	
Replace faulty seals to windows	●		20 working days	

13. Blocks of flats				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Re-washer taps	●		20 working days	
Water tanks in roof	●		20 working days	
Blocked WC		●		

14. Garages				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Defective roof coverings	●		20 working days	
Light in communal garages	●		20 working days	
Repairs to communal garage doors	●		20 working days	24 hours if unable to get car out

15. Other				
Repair	Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Damage to our property		●		
Window locks and stays	●		20 working days	
Lost keys & gaining entry		●		
Clearance of rubbish		●		Except where left by us
Additional home security		●		
Door bell		●		
Fittings or improvement made by you		●		
Fireplaces				
Fire grates and other parts	●		5 or 20 working days	Depends of the type or part required
Replace damaged or missing tiles to surround or hearth		●		Rechargeable, if we do the repair – no exceptions
External garden light	●			Where we provided the light. Note: we may ask tenants to replace the light bulb before sending a contractor
Sheds	●			Except below items
Lights in sheds		●	20 working days	Masonry structures
Other repairs to shed		●	20 working days	
Locks		●	5 working days	
Lost keys		●		
Glazing		●		
Sole Garden				
Trees		●		Unless there is a tree protection order in place. Tenants are responsible where they have planted a tree or accepted one when moving into the property
Paving/slabs		●		
Garden fence		●		Tenant responsibility. If a fence is dangerous, we will make it safe or remove it, but not replace it.