Repair responsibilities



Walts	1. Outside				
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standing & patio areas	Replacement of paths at the front of the property (not paths you added to your own garden)	•			As part of planned maintenance only
Providing washing line paths On refurbishment contract only	Providing driveways, hard standing & patio areas	•	•		On refurbishment contract only
Official state pass -	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 usally 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 dayss	Unless no power – 24 hours
Fuses to plugs or appliances		•		
Communal hallway lighting and landing lights	•		5 working days	Complete lightling 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 vunerable 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.