

# REPAIRS AND ONGOING MAINTENANCE OF YOUR HOME

# GCH & TENANT RESPONSIBILITIES

Working with Tenant Panel we have reviewed both GCH's and our Tenant's responsibilities for maintaining and repairing their homes;

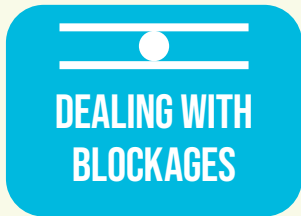


## GCH'S RESPONSIBILITY

- Sinks, baths, showers, toilets and taps.
- Worktops and kitchen units.
- Wall tiles (three rows above kitchen worktops).
- Providing appropriate waste outlets for washing machines and dishwashers.
- Creating space for a washing machine.
- Extractor fans.

## TENANT'S RESPONSIBILITY

- Replacing sink and bath plugs and chains.
- Clearing blocked baths, basins and sinks. Where this is not possible GCH will attend on request, which may result in a rechargeable repair depending on the blockage cause\*.
- Descaling showerheads and replacing shower curtains.
- Bathroom cabinets and mirrors.
- Toilet roll holders.
- Repair or replacing toilet seats
- Fittings and taps installed by the tenant.
- Appliances that have been purchased by the tenant, e.g. showers, washing machines and dishwashers.
- Additional tiling.



## TENANT'S RESPONSIBILITY

- Try to clear the blockage using a plunger or drain cleaning products.
- Speak to neighbours to see if they have the same problem.
- Contact water suppliers if there is an overflowing manhole outside – a shared drain could be blocked.



**PLUMBING,  
DRAINAGE, LEAKS  
AND BLOCKAGES**

**GCH'S RESPONSIBILITY**

- Taps fitted by GCH.
- Water mains, pipes and waste pipes.
- Immersion heaters, if the property is electric heated.
- Providing waste outlets for washing machines and dishwashers.
- Cold water storage tanks.
- External drains and septic tanks.
- Guttering and downpipes.

**TENANT'S RESPONSIBILITY**

- Washing machine hoses.
- Ensure guttering around the property is kept free from debris/falling leaves regularly to prevent leaks via roof spaces/eaves/brickwork. In the case of blocks of flats this work will be undertaken by GCH.
- Minor blockages to sinks, baths, basins and toilets.
- Clearing blockages or repairing leaks from washing machines or dishwashers.
- Keeping gully grids (drain covers) clear of leaves and rubbish.
- Regularly clearing drains to prevent blockages.



**INTERNAL FITTINGS,  
FLOORING AND  
DECORATION**

**GCH'S RESPONSIBILITY**

- Walls, ceilings and plaster.
- Internal doors, frames, thresholds, architraves and door stops.
- Flooring, floorboards, floor joints and skirting boards.
- Stairs and handrails.
- External door locks and bolts.
- Built-in cupboards.
- Making good\* following a repair or replacement.

\*GCH will make good any damage to a tenant's home, including fixtures and fittings caused by the necessity to carry out a repair whereby damage has resulted from the successful completion of the intended repair or where any repair carried results in unintended damage to the tenant's home on a case by case basis, working closely with the tenant.

**TENANT'S RESPONSIBILITY**

- Decorating and tenant's own decorative finishes or furnishings.
- Minor defects, cracks or imperfections in plaster.
- Locks, letterboxes and door furniture fitted by the tenant.
- Repairing any floor covering installed by the tenant.
- Installing washing machines, dishwashers or tumble driers including the wastes, supply pipes and vents.
- Preventing and controlling the build-up of moisture to prevent damp and mould appearing on the walls or ceiling. (If the tenant is experiencing a re-occurring problem, then GCH will arrange for a Surveyor to attend the property).
- Keeping air vents clear and using extractor fans (where provided).
- Fitting curtain rails, pelmets, picture rails and coat hooks.
- Clearing any blockages in the washing machine or dishwasher.
- Replacing any knobs and handles on kitchen cupboards.
- Repairing any extra kitchen units that the tenant has installed.

### GCH'S RESPONSIBILITY

- Storage heaters, convector heaters and electric fires.
- Hard-wired and/or battery smoke and carbon monoxide detectors\*.
- Individual door-entry systems.
- Electrical testing.
- Light fittings.

\*GCH will install a smoke alarm on each floor of the property and a carbon monoxide detector alarm in any room with a fixed combustion appliance (excluding gas cookers) in line with the requirements of Smoke and Carbon Monoxide Alarm Regulations 2021.

- Keeping windows, doors and walls watertight.
- Repairing or replacing double glazing.
- Installing window locks for health and safety reasons.
- Patio and balcony doors.
- Conservatories and lean-to's built by GCH.
- Ironmongery, catches, hinges and stays.

### TENANT'S RESPONSIBILITY

- Resetting trip switches and, if necessary, turning off the mains supply.
- Replacing light bulbs, fluorescent tubes and starters.
- Replacing electrical plugs (not socket outlets) and plug fuses for the tenant's appliances.
- Testing and cleaning smoke detectors and replacing the battery if it is battery-operated. (GCH will only test your smoke, heat, and carbon monoxide detectors annually as part of your Home Safety Check).

- Replacing broken or cracked glass if you do not provide a police crime report number.
- Replacing keys to window locks.
- Fitting additional window locks.
- Cleaning window trickle vents.
- Keeping window trickle vents clear and in good use.
- Replacing keys or locks when keys are lost or broken, or in the event of being locked out.
- Getting extra keys cut.
- Fitting bells, knobs, handles, latches, chains, or extra locks.
- Adjusting internal doors, particularly following the replacement of floor coverings.



### ELECTRICS



### WINDOWS, DOORS AND LOCKS

### GCH'S RESPONSIBILITY

### TENANT'S RESPONSIBILITY



#### GARDENS

- Drives and paths from the boundary access to the front and rear doors.
- Retaining walls.
- Repairing/Replacing the first two courtesy/privacy fence panels adjoined to the property.

- Maintaining garden and grassed areas, bushes, hedges and trees.
- Maintaining general garden paths and other general garden features, such as patios, ponds or ornamental walls.
- Replacing keys or locks to shed doors when keys are lost or broken.
- Repairing and replacing timber built sheds or stores.
- Replacing clothes lines and posts unless they are in a communal area.
- Repairing or replacing fences between GCH properties, other than courtesy panels (First two fence panels).



#### HEATING

- Ensuring your property has sufficient gas or electric heating (radiators, boiler, central heating, storage heaters).
- Repair or replace any damaged heating equipment.
- Annual Gas Safety Checks.

- If your carbon monoxide detector is beeping, please contact us immediately.
- Getting personal appliances repaired and serviced by qualified engineers.
- Keeping homes appropriately heated and ventilated to prevent condensation and burst pipes during cold weather.

**If you smell gas, or suspect a gas or carbon monoxide leak, phone the National Gas Emergency Helpline on 0800 111 999.**

- Switch off all your gas appliances.
- Open all doors and windows to ventilate the property.
- Turn off the gas supply at the mains (there's usually a large lever next to the gas meter).
- Evacuate the property immediately and wait for advice from the emergency services.

### TENANT'S RESPONSIBILITY

- Taking steps to prevent pipes from freezing or bursting during cold weather, particularly when away from home.
- Turning off the water supply at the stop tap if a water pipe has burst, and then turning on all taps to allow remaining water to flow out.
- GCH will provide the space and the water feed for a washing machine or dishwasher to be installed but it is the tenants' responsibility to install the appliance themselves and ensure it is appropriately plumbed in.

### GCH'S RESPONSIBILITY

- Keeping the roof watertight.
- Chimney breasts, stacks and flues.
- Gutters, downpipes and gulleys.
- Loft hatches.
- Replacing insulation where GCH has removed it to do work.

### TENANT'S RESPONSIBILITY

- Looking after any aerial or satellite dish put up by the tenant.
- Getting the chimney swept by a qualified engineer if it is used for an open fire (burning wood or coal).

- Boundary walls and fencing.
- Drives and paths from the boundary access to the front and rear doors.
- Retaining walls.
- Garages and permanent outbuildings.
- If we repair fences, we may replace wooden fences with wire and post fences.

- Garden maintenance.
- The dividing fences between two properties.
- Fence upgrades, and any additional fences or gates.
- Sheds and structures put up by the tenant.
- Paths, drives and patios made by you. Non-access concrete and paved areas or perimeter paths.





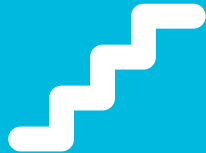
### PESTS AND SPECIALIST SURVEYS

#### GCH'S RESPONSIBILITY

- Removing pests from communal areas.
- Sealing openings that allow pests in to the home.
- Structural surveys if there has been a report of cracking or structural problems.
- Damp and disrepair surveys.
- Woodworm, dry rot and wet rot treatment.
- Removing or containing asbestos identified by an asbestos survey. (Customer's should NOT in any circumstance, remove any known/suspected Asbestos containing material, notify GCH immediately).

#### TENANT'S RESPONSIBILITY

- Removing pests from tenant's home.
- Preventing infestations from a tenant's home.



### COMMUNAL AREAS

- Internal communal areas.
- Doors and door-entry systems.
- Letterboxes, cupboards, rubbish chutes and bin stores.
- Access routes to communal roofs.
- Drying areas and equipment.
- Parking areas, paved areas and pedestrian bollards.
- Communal boundary walls and fencing.

- Reporting any known defects or repairs in a communal area to GCH.

### GARAGES

- Garage structure (i.e. roof).
- Repairing or replacing garage doors.

- Replacing keys or locks to garages when keys are lost or broken.

**\*Rechargeable Repairs** - There are occasions when we will recharge customers for the cost of a repair if the repair is as the result of damage or neglect that has been caused through their own actions or behaviour. These will be discussed with the customer before the repair is undertaken and decisions to recharge will be taken on a case by case basis.