

CLYDE VALLEY HOUSING ASSOCIATION

Housing Maintenance Policy Guide

Policy Number M01

• Policy Prepared by	Kevin McGhee Housing Maintenance Manager
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COMPATIBLE WITH:	
• Legislation	Yes
• Equality Policy	Yes
• Business Plan	Yes
• Performance Standards	Yes
• Tenant Participation Strategy	Yes
• Risk Strategy	Yes
• Statement on Openness and Confidentiality	Yes

Please Note

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. This can be arranged by contacting the Association's office.

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1. Introduction

- 1.1.** This policy outlines the broad principles that Clyde Valley Housing Association (CVHA) will use by in delivering our housing maintenance service.
- 1.2.** The Housing Maintenance Policy Guide has been set by the Board of CVHA and will be operated by officers of CVHA.

2. Aims and objectives

2.1. The Housing Maintenance Policy Guide aims to ensure that the Association provides an effective and efficient housing maintenance service and complies with its landlord obligations in respect of repairs and maintenance.

2.2. We will:

- maintain our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement;
- strive to deliver probity, value for money and high standards of service;
- deal quickly and fairly with all repairs enquiries and requests;
- collect and use information on the condition of our stock and demonstrate that we are using this to make appropriate financial decisions to maintain and improve our stock;
- regularly review our arrangements for the procurement of repairs and maintenance works;
- promote tenant participation in relation to the maintenance of their homes; and
- take positive steps to inform and listen to tenants about our housing maintenance service.

2.3. Our Policy's objectives are to:

- deliver a clear, comprehensive and equitable housing maintenance service;
- ensure that all properties are safe, secure and meet relevant standards;
- provide an efficient, effective and value for money housing maintenance service aimed at prolonging the useful life of our properties;
- make sure that we cater for any tenants or household members with particular needs – for example, someone who is housebound – by tailoring our service to meet their requirements; and
- repair empty houses so that they meet our minimum lettable standard.

3. Corporate fit

3.1. Legislation and best practice

3.1.1. We will comply with all relevant legislation, regulations, performance standards or any targets set down by the Scottish Housing Regulator in terms of Housing Maintenance.

3.1.2. Common law, statute and the contractual obligations in our tenancy agreements set out our responsibilities as landlord and those of our tenants. These are summarised in our 'Guide to Repairs' (see Appendix A).

3.1.3. Our policy has been developed taking account of:

- current legislation (e.g. Right to Repair, Right to Compensation for Improvements, Health & Safety, etc.);
- Performance Standards for social landlords as published by the Scottish Housing Regulator, COSLA and the SFHA;
- Raising Standards as published by the Scottish Housing Regulator and the SFHA; and
- Scottish Housing Regulator Guidance Notes.

3.1.4. We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

3.1.5. Our Housing Maintenance Policy Guide is consistent with our:

- Gas Servicing Policy;
- Rechargeable Repairs Policy;
- Energy Performance Certificates Policy;
- Asbestos Management Policy;
- Medical Adaptations Policy;
- Asset Management Strategy
- Health and Safety Policy;
- Risk Management Strategy;
- Procurement Strategy;
- Delegated Authority and Authorisation Policy; and
- Financial Regulations.

3.2. Equalities

3.2.1. Our Housing Maintenance Policy Guide complies with CVHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

3.3. Confidentiality

3.3.1. CVHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998 and in line with CVHA's Openness and Confidentiality Statement.

3.4. Business Plan and risk management

3.4.1. CVHA's Business Plan reflects that housing maintenance is a key landlord responsibility. We seek to mitigate against business risk through managing our housing maintenance service in an efficient, effective and economic manner.

3.5. The Board

3.5.1. The Board, via the Operations Committee, will monitor the implementation of this policy to ensure that it is properly operated, that there is appropriate officer involvement in the processes used in managing gas servicing, and that there is effective scrutiny of the Housing Maintenance Policy Guide.

3.5.2. The Board will ensure that the Housing Maintenance Policy Guide is meeting its intended objectives and that appropriate monitoring and reporting of activities takes place. In implementing its Housing Maintenance Policy Guide certain functions are the responsibility of the Board or nominated committee, although staff have delegated authority to undertake many tasks. Examples of key functions / tasks are summarised below.

Function / task	Responsibility
Housing Maintenance Policy Guide – review, amendment & approval	Operations Committee responsible for making recommendations to Board for approval.
Housing Maintenance Procedures – development, monitoring & review	Operations Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Housing Maintenance Policy Guide.

3.5.3. The Operations Director has responsibility for overseeing the operation of the housing maintenance service and the Housing Maintenance Manager is responsible for day to day service delivery and budget management. However the administration of housing maintenance tasks is delegated to appropriate staff within the housing maintenance team.

3.5.4. We clearly define budgetary responsibilities and delegation of authority for housing maintenance functions within our Financial Regulations, Delegated Authority & Authorisation Policy and Procurement Strategy. For example:

Estimated works cost	Delegation of authority
Up to £5,000	• Repairs Co-ordinators
Up to £100,000	• Housing Maintenance Manager

3.5.5. The Housing Maintenance Manager will carry out a monthly desktop review of repairs ordered as follows:

- review a random 5% sample of response repairs ordered by the Repairs Co ordinators;
- address any anomalies and take appropriate action, including updating procedures if necessary; and
- note and review any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

4. Reporting and handling response repairs

- 4.1.** We have a number of elements within our Asset Management Strategy to ensure that our housing stock and related assets meet the needs and standards required now and in the future:
- planned programme renewals – replacing components towards the end of their life and before there is a requirement for significant response repairs;
 - cyclical maintenance – complying with statutory requirements and preventing deterioration in the physical condition of the stock through routine maintenance programmes;
 - response repairs – addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition; and
 - void repairs – carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard.
- 4.2.** Our fully-trained housing maintenance team will deliver all aspects of our response service, including pre inspection of defects, repairs ordering, pre inspection and post inspection of completed work.
- 4.3.** We will carry out all repairs, which are necessary to:
- maintain the property in a wind and watertight condition;
 - ensure that there is constant provision of services such as water, gas and electricity; and
 - maintain fixtures and fittings installed by us.
- 4.4.** We operate a repairs freephone number and run a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety, or could lead to serious structural damage, such as:
- no heating or hot water;
 - no electricity; or
 - burst pipes.
- 4.5.** We will issue full instructions to our contractor for all housing maintenance work.
- 4.6.** In order to provide a service that is responsive to the needs of tenants, we will provide an appointment system for most routine repairs. This will be available where only one trade is required. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.
- 4.7.** If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system and investigate broken appointments in order to refine how the service works and minimise service failures in the future.

5. Tenant responsibilities

5.1. Certain repairs are the responsibility of tenants and these are detailed within our Guide to Repairs and Tenant's Handbook. The tenant will be advised in cases when such a defect is reported or inspected.

6. Rechargeable repairs

6.1. The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs'. This is covered within our Rechargeable Repairs Policy.

7. Prioritising repairs

7.1. Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding.

Category	Type of repair	Overall timescale
Callout repairs	To make safe or repair any defect/s that may cause a serious danger to health and safety or to the structure of the property.	<ul style="list-style-type: none">Attend within 2 hours and make safe
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	<ul style="list-style-type: none">Attend within 4 hours and make safe
Urgent repairs	To repair any defects that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to.	<ul style="list-style-type: none">Attend and complete within 3 working days
Routine repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	<ul style="list-style-type: none">Attend and complete within 10 working days

7.2. Examples of 'Callout Repairs' include the following:

- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow;
- significant water ingress to property where the tenant is unable to stem the ingress;
- choked toilet (where there is only one toilet in house);
- full loss of lighting and / or power (where the household consists of someone who is elderly, disabled or a child);
- dangerous electrical power or lighting socket, or electrical fitting; and
- unsecured external door or window on a lower level.

7.3. Examples of 'Emergency Repairs' include the following:

- burst pipes;
- faulty cooker control unit;

- no heating;
- no water supply;
- blocked flue to open fire or boiler;
- loss or partial loss of gas supply;
- unsafe power or lighting socket or electrical fitting;
- choked toilet (where there is only one toilet in house);
- no lighting or power;
- unsecured external door;
- broken windows;
- blocked or leaking foul drains or soil stacks;
- toilet not flushing (where there is only one toilet in house); and
- any Health & Safety related issue.

7.4. Examples of 'Urgent Repairs' include the following:

- partial loss of water supply;
- repairs to mechanical extractor fan;
- blocked sink, bath or basin;
- toilet not flushing (where there is more than one toilet in house);
- no hot water;
- loose or detached banister or handrail;
- partial loss of electrical supply;
- choked toilet (where there is more than one toilet in house);
- leaks from water or heating pipes, tanks or cisterns;
- partial loss of water supply;
- unsafe timber flooring or stair treads; and
- door-entry repairs.

7.5. 'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

8. Pre inspections

8.1. With the exception of emergency repairs, we will inspect a defect before instructing a repair if:

- the nature of the defect or source of the problem cannot be easily identified;
- a similar repair has recently been carried out to the same property;
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work;
- the defect is not a standard repairs item covered by our schedule of rates;
- we know, or reasonably suspect, that the tenant may have caused damage to the property; or
- the defect could lead to an insurance claim.

9. Post inspections

9.1. We will inspect all completed repairs to vacant properties and a sample of all other repairs. The sample for inspection will be based upon the following:

- all completed repairs costing in excess of £750;
- all completed repairs where there is a variation of + or - 10% compared to the estimated cost of work;
- all completed repairs where there are complaints from tenants about the quality of a repair; or
- where there is evidence that the contractor has performed poorly.

10. Right to repair

10.1. Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the 'Right to Repair' scheme.

10.2. Examples of qualifying defects / repairs include the following:

Qualifying defects / repairs	Maximum timescale
• Blocked flue to open fire or boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

10.3. Further information on the right to repair is available within our Tenant's Handbook, on our website or on request at our office.

11. Right to compensation for improvements

- 11.1.** This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.
- 11.2.** The right to compensation applies to improvements such as:
- bath or shower;
 - cavity wall insulation;
 - double glazing;
 - draught proofing of external doors and windows;
 - insulation of pipes and loft;
 - water tanks or cylinders;
 - kitchen sink;
 - rewiring;
 - space or water heating;
 - storage cupboards in bathroom or kitchen;
 - radiators or valves;
 - wash hand basin;
 - water closet (WC); and
 - work surface for food preparation.
- 11.3.** Tenants will not be eligible for compensation if they purchase their house under the Right to Buy or if we have had to repossess their home.
- 11.4.** Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at our office.

12. Repairs involving owners

- 12.1.** Where repairs are required to common parts that involve owners, we will contact owners to advise them. We will encourage owners to participate in any common repairs works and contribute towards the costs as appropriate. However if emergency or essential works are required we may carry out the repairs first and recharge the owners afterwards.

13. Repairs to vacant properties

- 13.1.** We aim to relet our vacant properties quickly and to our minimum lettable standard. This is covered within our Estate Management Policy Guide.

14. Monitoring and review

- 14.1.** We will publicise our Housing Maintenance Policy Guide through our newsletter, Tenant's Handbook and website. We take service quality and performance management seriously and will routinely monitor the following:

- percentage of response repairs carried out within target timescales (broken down by category and compared over time);
- percentage of repairs correctly coded and categorised when first reported;
- percentage of void house repairs carried out within target timescales (compared over time);
- number of the post inspections and summary of key findings;
- percentage of appointments broken and reasons; and
- the number and nature of complaints received.

14.2. We will ensure that the effectiveness of our housing maintenance service and the performance of our contractors are regularly reviewed. We will review whether standards are being met and will identify areas of the service that require improvement. As part of this process of continuous improvement we will consider examples of good practice from other organisations.

14.3. CVHA will review its Housing Maintenance Policy Guide every three years or sooner if required by statutory, regulatory or best practice requirements.

GUIDE TO REPAIRS

INTRODUCTION

This is a guide to our housing maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1);
- repairs that we will carry out as part of our landlord responsibilities (part 2);
- repairs that you must carry out as part of your tenant responsibilities (part 3);
- damage to your home (part 4);
- reporting a repair (part 5); and
- other matters (part 6).

If you have any questions, please contact our housing maintenance team at Clyde Valley Housing Association. Our staff will be pleased to help you.

1. REPAIRS THAT WE MUST CARRY OUT BY LAW

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we will repair:

- ceilings, floors and internal walls;
- hot and cold water systems (including boilers, immersion heaters and storage tanks);
- kitchen fittings (including drawers, shelves and work tops);
- the bathroom suite (including bath or shower, toilet and wash basin – where these have been provided by us);
- room-heating systems;
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc);
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- ventilation systems.

Outside of your home we will repair:

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes;
- door locks and fittings;
- drains;
- stair lighting; and
- rubbish chutes and bin stores.

2. REPAIRS THAT WE WILL CARRY OUT AS PART OF OUR LANDLORD RESPONSIBILITIES

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we are responsible for:

- insulation – for example loft insulation, pipe lagging and jackets on hot-water tanks;
- solid fuel servicing, including chimney sweeping (annually);
- ventilation systems, including extractor fans (except where the tenant has installed these);
- handles and latches to inside doors;
- internal banisters;
- adaptations provided for disabled people – for example, handrails and showers;
- shared TV aerials; and
- shared laundry equipment.

Outside of your home we are responsible for:

- door entry systems;
- glazing;
- floor tiles in common closes;
- light fittings above outside doors;
- communal stair lighting;

- footpaths, steps and driveways (except where the tenant has built these);
- slabs or chippings in shared drying areas;
- fences and gates (except divisional fences and gates);
- clothes poles and hooks;
- bin stores;
- coal bunkers;
- external stores (except where the tenant has built these);
- garages and car ports (except where the tenant has built these);
- communal parking areas;
- chimney stacks, pots and cowls;
- external meter cupboards;
- paintwork;
- play areas (provided by us); and
- retaining walls (provided by us).

3. REPAIRS THAT YOU MUST DO AS PART OF YOUR TENANT RESPONSIBILITIES

This is not a full list, but it shows some of the things that you are responsible for. This means that you must arrange to pay for this type of repair yourself.

Inside your home you are responsible for:

- things that you have added or improved (without our permission);
- decorating including minor plaster repairs;
- pelmets, curtain rails, coat hooks and pulley ropes;
- fireplace kerbs, tiles and ash pans;
- electric or gas focal point fires;
- toilet seats, plugs and chains;
- bath panels;
- ventilation systems, including extractor fans (where the tenant has installed these);
- draught-proofing;
- pass doors;
- wardrobe doors;
- glazing (including doors and screens);

- floor tiles;
- electric plugs and fuses;
- light bulbs;
- tubes and starters for fluorescent lighting;
- glass in partitions;
- cupboards;
- testing smoke detectors and replacing batteries as required;
- plugs for sinks and baths;
- public utility supply meters; and
- insect infestation.

Outside of your home you are responsible for:

- replacement keys and key fobs,
- door bells and nameplates;
- the garden;
- footpaths, steps and driveways (where the tenant has built these);
- divisional fences and gates;
- garden sheds, greenhouses and external stores (where the tenant has built these);
- garages and car ports (where the tenant has built these);
- clothes props;
- clothes lines / rotary drier lines;
- TV aerials and satellite dishes (not shared ones);
- retaining walls (where the tenant has built these);
- public utility supply meters; and
- refuse bin/s.

4. DAMAGE TO YOUR HOME

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it.

If we think that it would be better for us to do the repair, we will carry it out and send you the bill.

We will repair damage caused by vandals, but you need to report it to the police first.

Insurance

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home was damaged by a fire or flood we would repair the building. But we would not be responsible for decorating the inside or replacing your belongings.

You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Check your policy to see if you are covered for 'accidental damage'.

5. REPORTING A REPAIR

We are generally open from Monday to Friday during office hours. If you want to report a repair you can:

- phone us (free on **0800 073 0703**);
- call in to Clyde Valley Housing Association's office;
- write to us; or
- e-mail us.

What we need to know

We need to know your name, address and phone number. We need to know what the repair is and how the damage has happened. Finally we need to know how our tradesmen can get in to fix it.

Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours;
- it is an emergency, an urgent or a routine repair; and
- one of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

Reporting an emergency repair

We run a 24-hour emergency service for any repairs that could be a risk to health or safety, or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water;
- no electricity; or
- burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

What to do

- If you need to report an emergency repair, phone free on **0800 073 0703**.
- Tell us:
 - your name, address and phone number;
 - what repair is needed; and
 - where the repair is needed.

Burst pipes

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

Gas leaks

If you think that you have a gas leak, phone Transco immediately for free on **0800 111 999**.

- Don't smoke.
- Don't use naked flames.
- Don't turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

Power cuts

If you have a power cut, please contact Scottish Power on **0845 27 27 999**.

Customer feedback

We are committed to improving our repairs service. So, we may contact you to find out what you thought of it.

Security

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring Clyde Valley Housing Association's office.

6. OTHER MATTERS

Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Further information is available within our Tenant's Handbook, on our website or on request at Clyde Valley Housing Association's office.

Right to compensation

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;

- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- Water Closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if they purchase their house under the Right to Buy or if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at Clyde Valley Housing Association's office.

**HOUSING MAINTENANCE CHECKLIST OF
LANDLORD AND TENANT RESPONSIBILITIES**

CVHA Repairs Responsibilities

Description	Landlord	Tenant	Comments
Ant infestation		✓	
Back Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels		✓	
Bathroom suites	✓		Unless installed by tenant
Baths	✓		
Bin shelters	✓		
Brickwork, blockwork	✓		
Car Ports	✓		Unless installed by tenant
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Clothes poles	✓		
Clothes pulley		✓	
Coal bunkers		✓	
Communal areas to flats	✓		
Communal TV systems	✓		
Cupboards		✓	
Damp proof course	✓		
Decoration – internal		✓	
Door bell		✓	
Door entry system	✓		
Door name plates		✓	
Doors internal		✓	
Driveways		✓	
Drying areas	✓		
Electric central heating system	✓		

Description	Landlord	Tenant	Comments
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional		✓	
Finishing timbers	✓		
Fire – electric & gas		✓	
Floor tiles		✓	
Garages	✓		Unless installed by tenant
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		
Glass – external	✓		
Glass to internal doors / screens	✓		
Immersion heaters	✓		
Keys & keys fob replacements		✓	
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes		✓	
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by CVHA
Plugs & chains		✓	
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden Waste Wheelie bin		✓	
Retaining walls	✓		

Description	Landlord	Tenant	Comments
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Ropes for windows (sash cords)	✓		
Rotary drier & clothes lines		✓	
Roughcast	✓		
Sheds / outbuildings		✓	
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Sink unit top	✓		
Skirting		✓	
Smoke detector batteries		✓	
Smoke detectors	✓		
Solid fuel central heating system	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats		✓	
TV aerial communal sockets	✓		
TV aerials		✓	
Extractor fan	✓		
Vermin infestation		✓	Environmental issue
Wash hand basin	✓		
Washer on Taps	✓		
Water Heating	✓		
Water Storage Tanks	✓		
Water Supply	✓		
WC	✓		
White Goods		✓	
Window Frames, sills, fittings	✓		