

REPAIRS – WHO DOES WHAT?

Type of repair	You	Us
<b>Decoration</b>		
all external surfaces previously decorated		✓
all internal surfaces	✓	
anything not installed by, or the property of the Council	✓	

If you have any doubts about who is responsible for a repair, please contact us for advice on **(0800) 028 0835**.

Version 1.1 May 2024

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN



# Repair Responsibility Leaflet

(GBC Tenants Only)



## REPAIR RESPONSIBILITIES

The table below shows who has responsibility to carry out repairs for various items.

Please note that items which are damaged by you, your family or your visitors must be repaired at your own cost. If we repair these items for you, we may charge you for the cost.

Type of repair	You	Us
<b>Structural stability</b>		
roofs, walls, floors and ceilings		✓
floors, including floor tiles and coverings laid by GBC		✓
your floor coverings - and any flooring left by the previous tenant	✓	
window frames, external door frames and external doors		✓
letterboxes	✓	
chimneys (excluding trapped birds)		✓
gutters and external pipes		✓
stores and sheds owned by the Council		✓
window and door glass and single glazing – damaged by tenant	✓	
window and door glass and single glazing – with police crime reference number		✓
double glazing – damaged by tenant	✓	
double glazing – with crime reference number		✓

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN

Type of repair	You	Us
<b>Miscellaneous – external</b>		
access paths and steps		✓
drainage		✓
boundary walls where provided by the Council		✓
all paths other than access paths	✓	
patios* and decking*	✓	
dividing garden fences and walls	✓	
fences to the front boundary of the property installed by the Council		✓
fences to the front boundary of the property installed by the tenant	✓	
fences to side and rear external boundary		✓
fences not provided by the Council	✓	
gates on an external boundary		✓
maintenance of gardens, hedges and trees	✓	
damage caused by installing TV, satellite or other aerial*	✓	

\*Please note: you will need permission to install these items

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN

REPAIRS – WHO DOES WHAT?

Type of repair	You	Us
<b>Miscellaneous – internal</b>		
kitchen fitments and worktops provided by the Council		✓
internal doors		✓
internal door furniture, hinges, locks, catches and bolts	✓	
internal glass	✓	
blinds and curtain rails	✓	
floor coverings – excluding bathroom or kitchen tiles/ vinyl sheets fitted by the Council	✓	
clothes airers	✓	
hat and coat rails and hooks	✓	
shelving	✓	
minor repairs to kitchen unit cupboards and drawers, including handles and catches	✓	
minor plaster cracks	✓	
damage caused by tenant’s own decorating	✓	

REPAIRS – WHO DOES WHAT?

Type of repair	You	Us
clothes posts, lines and rotary driers provided by the Council in communal areas		✓
clothes posts, lines and rotary driers not provided by the Council	✓	
keeping drain gullies clear	✓	
<b>Security</b>		
faulty external door locks, window catches and security devices if provided by the Council		✓
lost keys or broken key in lock	✓	
additional locks and other security devices	✓	
<b>Water Services</b>		
water tanks, cylinders and pipes		✓
cylinder jackets		✓
pipes in outbuildings damaged by freezing		✓
washing machine fittings and wastes, including supply valves, unless provided by the Council	✓	

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN

REPAIRS – WHO DOES WHAT?

Type of repair	You	Us
<b>Sanitary Installations</b>		
damage to sink, basin, WC pan and cistern, bath or shower	✓	
waste pipes and traps	✓	
taps and tap washers	✓	
WC seats and lids	✓	
sink, bath and basin plugs and chains	✓	
blocked internal waste pipes and traps	✓	
disabled adaptations installed by the Council		✓
fair wear and tear to sanitary items		✓
any misuse/accidental damage	✓	

REPAIRS – WHO DOES WHAT?

Type of repair	You	Us
<b>Electrical Installation</b>		
wiring and consumer units		✓
switches, lighting and power points (except fittings installed by the tenant)		✓
appliances provided by the Council		✓
appliance plugs	✓	
all fittings and appliances not provided by the Council	✓	
door bells not provided by the Council	✓	
fuses, light bulbs and fluorescent tubes	✓	
smoke alarms, unless provided by the Council	✓	
changing batteries in smoke alarms	✓	
<b>Gas Installation:</b>		
pipng and outlets – appliances provided by the Council		✓
all fittings and appliances not provided by the Council	✓	
<b>Solid fuel heating installations</b>		
the bricks, grates, frets, firebacks and back boilers		✓
appliances not provided by the Council	✓	
tiles to hearth and surrounds	✓	
sweeping chimneys and trapped birds	✓	

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN

WHEN YOU CONTACT US, PLEASE TELL US: THE PROPERTY ADDRESS • YOUR NAME & TELEPHONE NUMBER • WHAT THE PROBLEM IS • WHEN YOU WILL BE IN