

Repairs & Maintenance Policy Appendix 2

Repairs Responsibilities

Repair Description	Association	Tenant	Exceptions
Communal areas			
Lifts and stairs	•		
Redecoration	•		
Tenants own decorations		•	
Communal facilities	•		
Roof			
Chimney and stacks	•		
Roof structure and covering	•		
Guttering, rainwater pipes	•		
Fascias, Soffits, Barge Boards	•		
Walls and canopies			
External walls and render	•		
Foundations	•		
Concrete canopies	•		
Door canopies	•		
Coping stones	•		
Tenants own garden features		•	• Written permission required for garden buildings

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Repair Description	Association	Tenant	Exceptions
Windows and doors			
Window frames and sills	•		
Glazing	•		
Glazing when caused by criminal damage and reported to the police	•		
Glazing when damaged by tenant/visitor		•	
Window ironmongery	•		
Door entry systems	•		
Door frame	•		<ul style="list-style-type: none"> • Tenant responsibility if damage caused by lawful forced entry to the property
External doors	•		<ul style="list-style-type: none"> • Tenant responsibility if damage caused by lawful forced entry to the property
Weather bars at external doors	•		
Door locks and ironmongery	•		
Damaged locks by Tenants /visitors or members of household	•		<ul style="list-style-type: none"> • Tenant responsibility if intentional damage

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Repair Description	Association	Tenant	Exceptions
Additional keys		•	
Gaining entry (lost keys)		•	
Letter plates	•		
Pipes and drains			
Soil and vent pipes	•		
Drains and gully surrounds	•		
Gully grids	•		
Manhole covers	•		<ul style="list-style-type: none"> • Common drains responsibility of water utilities company
Blocked drains	•		<ul style="list-style-type: none"> • Rechargeable if due to negligence
Underground bursts	•		<ul style="list-style-type: none"> • May also be responsibility of utility company
Gardens and boundaries			
Individual garden maintenance		•	
Communal garden maintenance	•	•	<ul style="list-style-type: none"> • Local office will advise on individual issues.
Dividing walls or fence (if owned by ACHA)	•		<ul style="list-style-type: none"> • Actual replacement will be at the discretion of ACHA
Boundary fencing owned by ACHA	•		<ul style="list-style-type: none"> • Actual replacement will be at the discretion of ACHA
External fencing installed by tenant		•	<ul style="list-style-type: none"> • Written permission required

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Gates if owned by ACHA	•		• Actual replacement will be at the discretion of ACHA
Paths, steps and other means of access	•		
Rotary lines	•		• Only if supplied by ACHA
Concrete line posts	•		
Wheeled bins		•	• ACHA will ensure this is provided at the start of tenancy only
Inside your home			
Windows			
Internal sills, UPVC or timber	•		
Skirting boards	•		
Window vents	•		
Internal doors			
Door handle or latch	•		• Tenant responsibility if own installed
Easing and adjusting	•		
Walls			
Internal walls	•		
Major plaster repairs	•		
Minor plaster repairs	•		
Wall tiles	•	•	• Tenant responsibility if own installed

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Hairline cracks in plaster	•	•	• ACHA will repair if damage caused by other repair work carried out by ACHA
Re-grouting	•	•	• Tenant responsibility if tiles own
Floors			
Concrete floors	•		
Vinyl floors tiles	•		• Common areas only
Non slip floor covering	•		• Common areas only or if installed by ACHA
Floor boards and joists	•		
Carpets and laminates		•	
Door strips		•	
Ceilings			
Repairs and renewal	•		
Hairline cracks	•	•	• ACHA will repair if damage caused by other repair work carried out by ACHA
Patch repairs	•		
Artex ceilings, patch repairs		•	
Artex full ceiling		•	
Fireplaces			
Fire surrounds	•		• Tenants responsibility if installed privately
Chimney sweeping	•		

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Replacement fires due to fault	•		
Tenants choice fireplace		•	• Written permission required
Staircase			
Stairs	•		
Bannister and handrails	•		
Gloss painting		•	
Bathroom			
Bathroom suite	•		• Tenants responsibility if due to negligence or installed by tenant
Bath panels	•		
Airing cupboard shelves	•		
Internal pipe boxing	•		
Toilet roll holders		•	
Shower curtains	•	•	• Tenant responsibility if shower installed by tenant
Shower Screen	•	•	• Tenant responsibility if shower installed by tenant
Kitchen			
Kitchen cupboards and units	•		• Tenants responsibility if due to negligence or installed by tenant
Drawers and doors	•		• Tenants responsibility if due to negligence or installed by tenant
Handles and plinths	•		

Repair Description	Association	Tenant	Exceptions
Catches and hinges	•		

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Worktops	•		
Electrical Items			
Electrical wiring and trunking	•		
Hard wired smoke alarms and CO monitors	•		
Battery for smoke alarms and CO monitors	•		
Plugs to appliances		•	
TV aerial sockets	•		• Only where supplied by ACHA
TV aerials		•	• Unless supplied by ACHA
Satellite dishes		•	• Written permission required
Sockets and switches	•		
Consumer units	•		
Storage heaters	•		
Electric fires	•		• Tenant responsibility if own fire
Electric meter supply		•	• Tenants responsible for supplier
Immersion heaters	•		
Cookers if owned by ACHA	•		

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Disconnection and reconnection of cookers		•	<ul style="list-style-type: none"> • ACHA will disconnect and reconnect cookers in when tenants have had to move into decant accommodation. • Any person undertaking Electrical or Gas alteration work must be, or be employed by, a member of class of person approved by the Health and Safety Executive (HSE) to do that kind of work.
Extractor fans	•		
Door bells hard wired	•		
Battery door bells		•	
Reset trip switches		•	<ul style="list-style-type: none"> • Rechargeable if fault caused by tenants own appliance
Plumbing			
Water service pipes, overflows and tanks	•		
Blocked sinks, baths and basins.	•		<ul style="list-style-type: none"> • Rechargeable repair if due to tenant neglect
Taps, stop taps and wheel valves	•		
Blocked toilets	•		<ul style="list-style-type: none"> • Rechargeable repair if problems persist
Blocked toilets due to tenant neglect	•		<ul style="list-style-type: none"> • Rechargeable repair
Sink units	•		
Toilet flushing mechanism	•		

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Toilet seats	•		• If fitted by ACHA
Shower trays	•		• Tenant responsibility if shower installed by tenant
Blocked level access shower	•		
Plugs and chains		•	
Showers if owned by ACHA	•		
Tenants own shower		•	• Written permission required
Silicone Sealant	•		
Bleeding radiators	•		
Shower heads and hoses	•		• Tenant responsibility if installed own shower
Home energy efficiency			
Draught proofing to windows and doors	•		
Hot water cylinder jackets	•		
Loft insulation	•		• As part of pre-planned maintenance contracts
Cavity wall insulation	•		• As part of pre-planned maintenance contracts
Energy efficient light bulbs		•	
Lighting			
Light bulbs		•	
Florescent light bulbs		•	
Security lighting	•		
Tenants own security lighting		•	• Written permission required
Light pendants and fittings	•		

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Redecoration			
Internal redecoration		•	
External redecoration	•		
Glossing and staining		•	
Redecoration after fire or flood damage	•	•	<ul style="list-style-type: none"> • Decoration to common areas will be carried out by ACHA • Internal decoration is responsibility of tenant
Pest Control			
Pest Control		•	<ul style="list-style-type: none"> • ACHA will deal with wood boring insect infestations.



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