

| INSIDE YOUR HOME | Us | You | INSIDE YOUR HOME | Us | You |
|--|----|-----|---|----|-----|
| Heating | | | Doors & Windows | | |
| Central heating installed by you (providing you received our permission to install it) | ✓ | | Glass in internal doors | | ✓ |
| Central heating installed by us | ✓ | | Internal doors | | ✓ |
| Night storage heaters installed by us | ✓ | | Internal door handles, catches, locks & bolts | | ✓ |
| Gas/electric fire installed by us | ✓ | | External doors, window handles, catches, locks & bolts | ✓ | |
| Gas/electric fire installed by you (providing you got our written permission to install it) | | ✓ | Raising, or lowering doors for new floor coverings | | ✓ |
| The cost of removing air from gas pipes after the gas supply stops because the meter has run out of credit | | ✓ | Lock change/lost key | | ✓ |
| Bleeding radiators | | ✓ | Door numbers/knockers/letter boxes | | ✓ |
| Plumbing | | | Window frames | ✓ | |
| All chains and plugs on sinks | | ✓ | Broken glass (unless caused by vandalism and the police have been involved) | | ✓ |
| Taps fitted by us | ✓ | | Communal doors | ✓ | |
| Taps fitted by you | | ✓ | Glass in communal areas | ✓ | |
| Blocked sinks, basins and toilet | | ✓ | Windows in communal areas | ✓ | |
| Floors | | | Kitchen | | |
| Floor tiles (fitted by us) | ✓ | | Kitchen units installed by you | | ✓ |
| Floor tiles (fitted by you) | | ✓ | Kitchens units installed by us | ✓ | |
| Vinyl flooring and fitted carpets | | ✓ | Electric point for cooker | ✓ | |
| Floor boards and joists | ✓ | | Cooker (except if we provided the cooker in Sheltered Housing) | | ✓ |
| | | | Pipe work to washing machine, dishwasher etc. | ✓ | |

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| Bathroom | | | Electrical | | |
| Damaged bath, basin, toilet or cistern | | ✓ | Electrical wiring, sockets and light fittings | ✓ | |
| Tiling (to splash back areas and around bath/shower enclosure fitted by us) | ✓ | | Wired-in smoke alarms | ✓ | |
| Toilet seat repair or renewal | | ✓ | Battery operated smoke alarms (fitted by you) | | ✓ |
| Towel rails and clothes dryers | | ✓ | Battery operated smoke alarms (fitted by us) | ✓ | |
| Toilet roll holders | | ✓ | Carbon Monoxide detectors (fitted by you) | | ✓ |
| Shaver sockets | | ✓ | Carbon Monoxide detectors (fitted by us) | ✓ | |
| Mirrors | | ✓ | Fuse Box | ✓ | |
| Pipe work to sink, basins and baths | ✓ | | Replacement fuses | | ✓ |
| Gas | | | Electric meter and supply of electricity | | ✓ |
| Gas pipe work | ✓ | | Extractor fans owned by us | ✓ | |
| Radiators, valves, time clocks and thermostats | ✓ | | General | | |
| Gas boiler | ✓ | | Decoration inside communal areas | ✓ | |
| Supply of gas and gas meter | | ✓ | Structural cracks in the plaster | ✓ | |
| | | | Hairline cracks in the plaster | | ✓ |
| | | | Coat hooks | | ✓ |
| | | | Curtain rails | | ✓ |
| | | | Mould caused by condensation | | ✓ |
| | | | Staircase and hand rails | ✓ | |

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|---|----|-----|---|----|-----|
| Communal Areas | | | General | | |
| All communal areas including balconies, storage cupboards, drying areas and refuse stores | ✓ | | Cleaning drains and gullies in gardens | ✓ | |
| Communal TV aerials | ✓ | | Brickwork (structural) | ✓ | |
| Roof | | | Main drains | ✓ | |
| Roof, soffit and fascias | ✓ | | Foundations | ✓ | |
| Chimney | ✓ | | Gutters and down pipes | ✓ | |
| Gardens and Boundaries | | | External painting | ✓ | |
| Paths – from highway to front door | ✓ | | Individual television aerials | | ✓ |
| Paths – all others | | ✓ | Pests – wasps, ants, mice and rats | | ✓ |
| Patios installed by you or previous tenant | | ✓ | Pests – squirrels and bats | ✓ | |
| Fencing and gates next to a road, footpath or public space | ✓ | | Vegetation within the properties boundaries | | ✓ |
| Fencing and gates between you and your neighbour if both fences are council owned (please note, we will only replace fences with chain-link fences) | ✓ | | | | |
| Sheds and garages (erected by us) | ✓ | | | | |
| Sheds and greenhouses (erected by you or previous tenant) | | ✓ | | | |
| Individual drying facilities | | ✓ | | | |
| Hard-standing built by you or previous tenant | | ✓ | | | |
| Brick built sheds not attached to the property | | ✓ | | | |
| Brick built sheds attached to the property | ✓ | | | | |