

Landlord & Tenant Repair Responsibilities

Repair Area	Landlord	Tenant	Comment
Outside Your Home			
Roof			
Roof structure and covering (tiles)	✓		
Chimneys	✓		
Gutters & rainwater pipes	✓		
Fascias, soffits, barge board	✓		
Walls and Canopies			
External walls and render	✓		
Timber cladding	✓		
Foundations	✓		
Door & window canopies	✓		
Doors			
Where tenants doors are forced by police or due to lockout they will be recharged.			
Nameplate		✓	
Bell (where fitted by the Co-operative)	✓		
Lost / broken key or fob		✓	Available to purchase from the Co-operative
Spy hole viewer	✓		
Letterbox	✓		
Doors (external) including ironmongery	✓		
Door entry system and handset (where fitted by the Co-operative)	✓		
Damage caused by burglary	✓		Crime number required from police
Windows			
Glazing (smashed or cracked) due to accidental / malicious damage		✓	Recharge to tenant
Glazing (smashed or cracked) due to vandalism or burglary	✓		Crime number required from police
Glazing (failed double glazing unit)	✓		
Frames & catches	✓		
Outside Spaces			
Tenants are responsible for fences and other garden features erected by themselves.			
Individual garden maintenance		✓	
Gardens to tenements	✓		
Open space maintenance	✓		
Dividing walls or fence (if owned by the Co-operative)	✓		
Gates (if owned by the Co-operative)	✓		
Bin stores	✓		
Paths & steps forming access	✓		
Rotary drier & Clothes poles	✓		
Garden sheds		✓	

Repair Area	Landlord	Tenant	Comment
Inside Your Home			
Windows			
Window handles & catches	✓		
Cills	✓		
Window vents	✓		
Internal doors			
Doors including ironmongery	✓		
Easing & adjusting door	✓		
Adjusting door due to floor coverings		✓	
Internal Walls			
Tenants are responsible for minor plaster filler repairs and damage caused to taping or plaster due to excessive force during wallpaper stripping.			
Internal walls	✓		
Major plaster repairs	✓		
Minor plaster repairs		✓	
Hairline cracks in plaster		✓	
Wall tiles (if fitted by the Co-operative)	✓		
Skirting boards	✓		
Decoration including gloss/ stain work		✓	
Floors and Stairs			
Concrete floors	✓		
Floorboards and joists	✓		
Carpets, laminate, vinyl		✓	
Threshold strip		✓	
Stairs	✓		
Handrails & banisters	✓		
Ceilings			
Repairs and renewals	✓		
Patch repairs	✓		
Hairline cracks		✓	
Decoration		✓	
Electrical			
Tenants are responsible for all fittings installed by themselves and where their appliances trip circuit breakers.			
Wiring circuit, sockets & switches, fuse box, MCB	✓		
Light fitting (internal and external)	✓		
Light bulbs and starters		✓	
Plugs and fuses		✓	
Smoke and Carbon Monoxide alarm	✓		
Extract Fan	✓		
Communal TV aerial	✓		
Individual TV aerial (loft)		✓	
Individual TV aerial (pole/ roof mounted)	✓		
Communal satellite dish	✓		
Private satellite dish		✓	
Internal TV point (installed by the Co-operative)	✓		
Telephone points (installed by the Co-operative)	✓		

Repair Area	Landlord	Tenant	Comment
Plumbing			
Tenants will be requested to unblock WCs, sinks or WHBs where they have caused the blockage, otherwise they will be recharged.			
Blocked sinks, baths or toilet	✓		Recharge if tenant caused blockage
Pipe bursts & leaks (significant & minor)	✓		
Hot & cold water supply	✓		
Taps & tap washers	✓		
Connection of washing machine		✓	
Washing machine supply valves	✓		
Replacement sink plugs & chains		✓	
Downpipes & gutter	✓		
Choked drains (excluding sewers)	✓		Recharge if tenant caused blockage
Heating			
Tenants are responsible for the programming of their heating system			
No heating	✓		
No hot water	✓		
Gas leak to the Co-operative pipework	✓		
Repairs to gas boiler	✓		
Radiators, pipes & valves	✓		
Gas fires (if owned by the Co-operative)	✓		
Kitchen			
Electric cookers including initial connection		✓	Fused spur provided by the Co-operative
Gas cooker including initial connection		✓	Capped gas pipe provided by the Co-operative
Cooker socket (fused spur)	✓		
White goods e.g. washing machine, fridge		✓	
Kitchen units and worktop	✓		
Sink and drainer	✓		
Bathroom			
Tenants are responsible for all fittings installed by themselves and where fittings are chipped or cracked tenants will be recharged.			
Bath	✓		
Wash hand basin	✓		
WC (seat, bowl & cistern)	✓		WC seat only replaced during void
Shower (installed by the Co-operative)	✓		
Shower curtain / screens (installed by the Co-operative)	✓		
Other			
Vermin		✓	
Bees & wasps (where accessing the property)	✓		
Ants & beetles		✓	
Personal belongings (furniture, floor coverings etc)		✓	
Anything caused by neglect or malicious damage		✓	
Anything owned by the tenant and installed by them		✓	
Anything that was left in the property by a previous tenant that you agreed should be left		✓	