

Responsibility for repairs in your home

Type of repair	General Needs		TA		Sheltered		Leaseholder/Shared Owner	
	Rosebery	Resident	Rosebery	Resident	Rosebery	Resident	Rosebery	Resident
External								
Clearance and maintenance of drains, gulleys, manholes, soil and vent pipes	✓		✓		✓		✓	
Foundations, outside walls/pointing roofs, gutters and downpipes, soffits/bargeboards, scaffolding, chimneys/flues and stack	✓		✓		✓		✓	
Outside doors for brick built sheds	✓		✓		✓			✓
Window frames, cills and vents	✓		✓		✓		✓*	✓
Casement stays and fasteners to window frames		✓		✓		✓		✓
Door and frame repair/replacement (internal and external)	✓		✓		✓			✓*
Cracked/broken glazing to doors and windows	✓*	✓	✓*	✓	✓*	✓		✓
Door locks and furniture to front and back doors	✓		✓		✓			✓
Additional door and window locks, door chains and spy holes		✓		✓		✓		✓
Door bells, door knockers and security chains		✓		✓		✓		✓
Pathways from the highway to the front door and round to back door and entrance steps to front and back doors	✓		✓		✓			
Fences and walls that border public areas	✓		✓		✓			✓*
Divisional fences, gate catches, springs and hinges		✓*		✓*		✓*		✓
Gates and frames	✓							✓
Brick built sheds and garages let with the property	✓		✓		✓			✓*
External store locks and wooden sheds		✓		✓		✓		✓
Rotary driers and lines and posts to houses		✓		✓		✓		✓
Car hard-standings, patio's and additional paths		✓		✓		✓		✓
Pest control (non communal)		✓		✓		✓		✓
Internal								
Major cracks to internal walls and ceilings and renewal of defective plasterwork	✓		✓		✓			✓
Minor cracks or small holes (under 150mm square)		✓		✓		✓		✓
Door handles, locks and furniture to internal doors, adjusting doors when new flooring has been fitted and carpets and laminate flooring		✓		✓		✓		✓

* dependent on terms of lease or location of item

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	Rosebery	Resident	Rosebery	Resident	Rosebery	Resident	Rosebery	Resident
Internal <i>(continued)</i>								
Floors, screeds, floor boards, joists and floor tiles and lino (if fitted by RHA and only patch repair will be carried out)	✓		✓		✓			✓
Fireplace surrounds and tiles		✓		✓		✓		✓
Sweeping chimney and clearing flue		✓		✓		✓		✓
Refixing skirting boards/replacement, staircases, treads, posts and banister rails	✓		✓		✓			✓
Reinstatement of banister rails and posts removed by resident		✓		✓		✓		✓
Central heating system, radiators, valves, time clocks, thermostat and boiler, including annual service, water heaters, immersion heaters, tanks or cisterns and fitted fires that are linked to the central heating system or fitted by RHA	✓		✓		✓			✓
Pipework into and out of property	✓		✓		✓		✓*	✓
Water or gas service pipes, internal electrical wiring, power, sockets, consumer units and light fittings	✓		✓		✓			✓
Pipework boxing	✓		✓		✓			✓
Electric and gas meter and supply of power and resetting trip switch and adjusting heating controls, light bulbs, fluorescent tubes and starters, non standard light fittings and sockets, TV aerial	✓		✓		✓			✓
Basins, sinks, baths, toilets, cisterns and waste pipes	✓		✓		✓			✓
Ball valves and overflow pipes	✓		✓		✓			✓
Electric showers and shower tray if fitted by Rosebery or funded by the Council	✓		✓		✓			✓
Electric showers/mixer taps/shower heads if installed by the tenant		✓		✓		✓		✓
Extractor fan repair/replacement if installed by RHA	✓		✓		✓			✓
Extractor fan, trickle vent and air vent cleaning		✓		✓		✓		✓
Tap washers, replacement taps and stopcocks	✓		✓		✓			✓
Plugs and chains to basins and baths and WC seats and keeping WC's, sinks, baths and gullies free from blockages		✓		✓		✓		✓
Gain entry due to lost keys and replacement lost keys or door entry fobs		✓		✓		✓		✓
Kitchen units and worktops (where replaced, RHA will attempt to match in with existing where possible)	✓		✓		✓			✓
Hinges, catches, latches and handles to kitchen doors		✓		✓		✓		✓

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Internal <i>(continued)</i>								
Splash back wall tiles and grouting, to match existing tiles as closely as possible, mastic to bath and basins	✓		✓		✓			✓
Lagging external pipes and fitting draught excluders		✓		✓		✓		✓
Cooker repairs in sheltered schemes	N/A		N/A		✓			N/A
Hardwired smoke alarm repairs and servicing if installed by Rosebery	✓		✓		✓			✓
Batteries for smoke alarms		✓		✓		✓		✓
Installing and connecting cookers, washing machines, dishwashers and tumble driers and bleeding radiators		✓		✓		✓		✓
Internal decorations within properties and condensation works. (Except where there is damp and or a leak caused as a result of works carried out by Rosebery)		✓		✓		✓		✓
Repairs to previously installed aids and adaptations	✓		✓		✓			✓
Asbestos testing and removal	✓		✓		✓			✓
Communal								
Communal electrical wiring, power and light fittings, door entry system and handset, TV aerial repair, smoke alarm servicing and repairs	✓		✓		✓		✓	
Communal internal and external redecorations	✓		✓		✓		✓	
Communal rotary driers and lines and posts and play area maintenance	✓		✓		✓		✓	
Communal pest control	✓		✓		✓		✓	
Repairs and relamping of street lights and bollard lights around blocks	✓		✓		✓		✓	
Repairing damage as a result of vandalism	✓		✓		✓		✓	
Additional								
Insurance works under £2,5k excess value or £25k excess for subsidence	✓		✓		✓		✓	
Day to day garage maintenance	✓		✓		✓		✓	

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Remember if you damage anything, you must put this right at your own cost and using qualified trades people where necessary. We will not get involved in doing this kind of work on your behalf, unless the work relates to a health and safety issue, in which case, we will do the work and will charge you for the cost.