

Repairs - Who is responsible?

Internal		Red Kite	Tenant
Heating	Gas central heating repairs	*	
	Gas annual servicing	*	
	Electric night storage heaters / convector heaters / panel heaters	*	
	Fire installed by tenant (provided they got permission)		*
	Fire installed by Red Kite	*	
Doors, windows and locks	Ease and adjust internal doors	*	
	Replacing internal doors		*
	Damaged glass on internal doors		*
	Repairing / replaing internal door handles (wear and tear)	*	
	Repairing / replaing internal door handles (broken/damaged by tenant)		*
	External door handles, catches and locks	*	
	Window handles, catches and locks	*	
	Raising or lowering doors for new floor coverings		*
	Lock change due to lost keys		*
	Door numbers / knockers		*
	Repairing letterboxes (not renewing)	*	
	Window frames	*	
	Broken glass in external door / window caused by tenant		*
	Broken glass in external door / window caused by vandalism (must have crime refrence number)	*	
	Broken glass in external door / window caused by a contactor	*	
	Board broken glass	*	
	Ease and adjust external doors	*	
	Glass in communal windows / doors	*	
Flooring	Floor tiles fitted by Red Kite	*	
	Floor tiles fitted by tenant		*
	Floor boards and joists	*	
	Fitting / replacing carpets		*
	Replacing damaged lino (general wear and tear)	*	
	Replacing damaged lino (damaged by tenant)		*
Walls and ceilings	Internal wall tiles fitted by Red Kite	*	
	Internal wall tiles fitted by tenant		*
	Decorations in communal areas	*	
	Cracks in plasterwork (unless caused by tenant)	*	
	Hole in walls and ceiling (unless caused by tenant)	*	
	Damaged ceiling due to leak (not caused by tenant)	*	
	Painting and decorating following leak (not caused by tenant)	*	
Painting and decorating (general upkeep)		*	
Plumbing	Taps fitted by Red Kite	*	
	Taps fitted by tenant		*
	Internal blockages (sink, wash hand basin, bath, WC)		*
	Maintaining pipe work to sink, basin, bath and WC (including supply pipe and waste pipe) such as leaks etc	*	
	Plumbing in dishwashers / washing machines		*
	Shower installed by Red Kite	*	
	Shower installed by tenant		*
	Chains and plugs on sinks and baths		*
	Dripping shower head / hose		*
	Water meters		*
	Leak on WC pan	*	
	Damaged bath, basin, WC (damaged by tenant)		*
	Damaged bath, basin, WC (general wear and tear)	*	
	Renew toilet seat (unless elderly with no family / vunerable)		*

Bathroom	Towel rails, hand rails and clothes dryers (unless fitted by Red Kite)		*
	Shower curtains		*
	Shaver socket (unless fitted by Red Kite)		*
	Toilet roll holder		*
	Mirrors		*
Kitchen	Kitchen units installed by Red Kite	*	
	Kitchen units installed by tenant		*
	Electric point for cooker	*	
	Cooker		*
	Connecting a gas cooker		*
Electrical items	Electrical wiring, sockets and light fittings	*	
	Plastic casing over fluorescent tubes	*	
	Mains operated smoke alarms	*	
	Battery operated smoke alarms		*
	Fuse box	*	
	Replacement fuses		*
	Electric meter and supply of electricity		*
	Extractor fan fitted by Red Kite	*	
	Extractor fan fitted by tenant		*
	Replacement light bulbs / fluorescent tubes / starter motors (unless elderly with no family / vulnerable)		*
	Supplying electrical appliances (cooker, washing machine, dishwasher, microwave, kettle)		*
General	Coat hooks		*
	Curtain poles		*
	Mould and condensation caused by tenants lifestyle		*
	Serious mould caused by rising damp	*	
	Staircase and handrails	*	

External		Red Kite	Tenant
Communal areas	Communal meter cupboards	*	
	All communal areas including balconies, storage cupboards, drying areas and bin stores	*	
	Communal TV aerials	*	
	Communal rotary lines	*	
Roofing	Roofing repairs (missing tiles, roof leaks etc)	*	
	Soffit and fascia boards	*	
	Chimney repairs	*	
	Chimney sweeping (clearance)		*
Gardens and boundaries	Paths - from highway to front door	*	
	Paths leading to back door	*	
	Patio in gardens		*
	General upkeep of gardens		*
	Boundary fencing / gates between neighbours		*
	Boundary fencing / gates backing onto a public area (path way, park, railway line etc)	*	
	Sheds - Brick (and/or attached to the house)	*	
	Shed - Wooden (gifted to tenants)		*
	Greenhouses		*
	Rotary washing line (unless communal)		*
Drainage	Blocked gutters / downpipes	*	
	Blocked gully drains		*
	Blocked / overflowing manhole (Sheltered Housing / Block of flats)	*	
	Blocked / overflowing manhole (Houses - in their boundary)		*
General	Foundations	*	
	External painting	*	
	Individual TV aerials		*