

Item	Responsibility	Other information
All airing racks	Tenant	
Basins, baths, sinks, including defective taps, tap washers and ceramic discs	Qualis	Unless damaged by tenant
Brickwork repairs	Qualis	
Chimney stacks and pots	Qualis	
Chimney sweeping	Tenant	
Clothes lines and posts	Tenant	Except communal areas
Curtain poles, rails and battens	Tenant	
Coat rails, hooks, wall brackets and shelving	Tenant	
Doors (external) including frames, windows, woodwork or UPVC repairs (also see glazing)	Qualis	Sometimes held for external painting programme
Doors (internal) including frames	Qualis	Excluding tenant's own furniture. Tenant's damage rechargeable
Door locks and keys (external)	Qualis	Lost keys, gaining entry and damage are tenant's responsibility. Tenant is responsible for internal door locks and keys
Door furniture (external)	Qualis	Excludes spy holes, security chains and numbering, which are tenant's responsibility. Tenant's damage rechargeable
Double glazed sealed units	Qualis	Council responsible for defective seals. See 'glazing' for broken glass
Drainage, waste pipes and blockages	Qualis	Misuse, blockages and damage caused by tenants, rechargeable
Electric plugs, fuses and bulbs	Tenant	
Electric sockets, bulb holders (excluding table lamps) wiring and main fuses and fuse board	Qualis	Excludes tenant's own fittings and alterations (can be rechargeable)
External decorations	Qualis	
Fascias, soffits and barge boards	Qualis	
Fencing (boundary)	Qualis	Replace with chain link fencing - except for hedgerows deemed to be fencing
Fencing (dividing)	Tenant	First two meters of rear fence ('gossip' or 'privacy' fence) council's responsibility
Fireplace, hearths, frets, grates and bars	Tenant	Tiled surround and brickwork are council's responsibility
Floorboards	Qualis	All floor coverings are tenant's responsibility. Tenant's responsibility to remove coverings if repair work required to floorboards
Garages	Qualis	Tenant is responsible for keys and garage security
Gardens (see also paths) including rear gardens, paths and patios	Tenant	Front access path edging around the building (apron) and manholes are council's responsibility
Gates	Qualis	Tenants own fittings excluded
Gas services and appliances	Qualis	Contact gas servicing contractor, excluding tenant's appliances

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Glazing (broken glass)	Tenant	Exemption for people of state pensionable age or for proven vandalism (responsible person prosecuted or given police caution)
Glazing (window fittings including faulty seals and handles)	Qualis	
Gutters	Qualis	
Heating (other than gas)	Qualis	Excluding tenant's appliances
Immersion heater	Qualis	
Internal decorations	Tenant	Assistance provided through internal decorating programme for older people
Internal woodwork (such as skirting and architraves)	Qualis	Excluding tenant's own fittings
Kitchen unit and worktops, council fitted mixer taps	Qualis	Excluding tenant's own fittings
Loft and main storage tank insulation	Qualis	
Outbuildings and sheds	Qualis	Excluding any made of wood or tenant's own installation. Locks and keys as for doors
Overflows	Qualis	
Paths (see also gardens)	Qualis	Standard path to front door. Tenant responsible for side and rear garden paths, patios, hardstandings and drives
Plaster and external rendering	Qualis	Except minor surface cracks to plaster which, as internal decorating, are tenant's responsibility
Plumbing, interior pipework and stop cocks (not central heating)	Qualis	Excludes connection hoses to washing machines, dishwashers and tenant's appliance
Roofs	Qualis	
Sanitary ware including toilet pan, bath and basin	Qualis	Excluding plugs, chains, seats and lids. Tenant's damage rechargeable
Showers including: electric showers, enclosures, curtains, curtain rails, pumps, heads and hoses	Qualis	Excluding tenant's own fittings and any shower over a bath (unless installed for existing tenant on health grounds)
Smoke alarms	Qualis	Tenant is responsible for carbon monoxide alarms
Solid fuel appliances (primary heating source)	Qualis	Tenant responsible for chimney sweeping, also see 'Fireplace'
Stairs, handrails, balustrading	Qualis	Rechargeable if tenant alters handrails to balustrading
Tap washers	Qualis	
Wall tiles	Qualis	Excluding tiles installed, broken or removed by tenant
Water butts	Tenant	