

Repairs & Maintenance Responsibilities	You The Tenant	Us MHA	
ELECTRICAL			
Communal Aerial		✓	
Individual TV Aerials	✓		
Plugs (inc. fuses)	✓		
Light Bulbs & Tubes	✓		
Battery Replacement for Smoke Detector/Carbon Monoxide Detector	✓		
Smoke Detectors & Carbon Monoxide Detectors		✓	
Immersion Heater		✓	
Common Attic Fans		✓	
Wiring Circuit, Sockets & Switches, Fuse Box, MCB		✓	Unless system has been tripped by tenants faulty appliances
Light Fittings (excluding table lamps)		✓	Unless light fitting fitted by tenant
KITCHEN			
Cookers Gas & Electric (including connection)	✓		
White Goods (e.g. Washing Machine & fittings)	✓		
Kitchen Units		✓	Unless units have been damaged by tenant
DOORS			
Door nameplates, bells, & chains	✓		
Lost Keys	✓		
Broken keys in Locks		✓	
Forced entry	✓		Unless exceptional circumstances
Door Locks (yale & mortice)		✓	Except where entry has been forced
Door Fittings (Letterbox, handles)		✓	Unless damaged caused by tenant
Flat Door		✓	Except where entry has been forced
Door Entry System		✓	Unless it can be proven as vandalism
Door Entry System Handset		✓	Unless damage caused by tenant
Burglary		✓	Police incident number required
GLASS			
Broken glass (doors/windows)		✓	unless it can be proven as vandalism/Unless damage caused by tenant
BATHROOM			
Bath		✓	Unless damaged by tenant
Toilet Pan		✓	Unless damaged by tenant
Wash Hand Basin		✓	Unless damaged by tenant
Cistern		✓	Unless damaged by tenant
Shower Unit	✓		Unless MHA provided the unit
Toilet Seat	✓		
HEATING			
Chimney & Flue		✓	
Back Boiler		✓	
Gas Boilers/Maintenance of Gas Boilers		✓	
Gas Pipes		✓	
Gas & Electric Fires		✓	Unless fitted by tenant
Electric Heaters		✓	Unless fitted by tenant
Electric Storage Systems		✓	
Radiators		✓	
PLUMBING			
Blocked sinks baths or toilets	✓		Unless blockage is in main pipes
Hot & Cold water Supply		✓	
Taps & Tap Washers		✓	Unless taps fitted by tenant
Replacement Sink Plugs & Chains	✓		
Water Heating		✓	

Downpipes/Gutters/Overflows		✓	
Drains		✓	Unless blockage is caused through tenant misuse
STRUCTURE			
Ceilings & Floors		✓	Except decoration & floor coverings (e.g. laminate, vinyl's and carpets)
External/Internal Common Stairs, Walls & Lighting		✓	
Handrails & Banisters		✓	
Common Plasterwork/Brickwork & Roughcasting		✓	
Loft/Roof & Roof Tiles		✓	
External Soffits & Facia		✓	
OTHER			
External & Common Close Painting		✓	
Flat Decoration	✓		
Bin-stores, Clothes Poles & Fences		✓	Unless Fence erected by tenant
Landscape Maintenance		✓	
Personal Belongings (e.g. tenants furniture/floor coverings & personal belongings)	✓		
Pest Infestation	✓		Unless Rat/Mice or Common Close issue