

Area	Type	Responsible	Adapted from this guide (2019)
Baths, Toilets and Basins	Minor blockages to waste pipes to sinks, toilets, basins and baths where the blockage is in your home	Tenant	
Baths, Toilets and Basins	Repairing or replacing toilet seats, and plugs and chains on baths, basins, or sinks	Tenant	
Baths, Toilets and Basins	Replacing or re-affixing broken/cracked wall tiles (unless you have fitted the tiles yourself)	TMO	
Baths, Toilets and Basins	Renew or repair bath, sink, basin or toilet (unless you are responsible for damage to the fitting)	TMO	
Baths, Toilets and Basins	Reseal around bath, sink or basin	TMO	
Baths, Toilets and Basins	Repairing or replacing taps which are broken, dripping or loose	TMO	
Baths, Toilets and Basins	Repairing or replacing loose or broken bath panels	TMO	
Doors & Locks	Replacing keys or locks when keys are lost, stolen, or you are locked out.	Tenant	
Doors & Locks	Repairs to door numbers, door knockers, battery powered door bells, letterboxes & spy-holes	Tenant	
Doors & Locks	Repairing or replacing defective locks	TMO	
Doors & Locks	Door frame or architrave damaged or loose	TMO	
Doors & Locks	Internal door damaged, loose, or still (unless it is a result of damage caused by you)	TMO	
Doors & Locks	Loose handles, locks or catches to internal doors	TMO	
Doors & Locks	Easing and adjustment of internal or external doors (unless it is a result of floor covering laid or removed by you)	TMO	
Doors & Locks	External door/window that cannot be secured	TMO	
Drains and Wastes	Trying to clear blocked baths, basins, sinks or toilets.	Tenant	
Drains and Wastes	Clearing blockages or repairing leaks from your washing machine or dishwasher	Tenant	

Area	Type	Responsible	Adapted from this guide (2019)
Drains and Wastes	Keeping gully grids clear of leaves and rubbish (this will help to avoid blockages and flooding)	Tenant	
Drains and Wastes	Severe water penetration and flooding	TMO	
Drains and Wastes	Major blockages to stacks and upsurging drains	HC	
Drains and Wastes	Renewing inspection chamber and/or cover	HC	
Drains and Wastes	Repairing gully grids	HC	
Drains and Wastes	Blocked refuse chutes	TMO	
Electrical	Resetting trip switches and, if necessary, turning off the mains supply.	Tenant	
Electrical	Replacing batteries in smoke alarms and carbon monoxide detectors, indoor fluorescent tubes and other light bulbs and testing smoke alarms regularly	Tenant	
Electrical	Communal door entry phones not working	HC	
Electrical	Lift breakdowns	HC	
Electrical	Faulty communal TV aerials	HC	
Electrical	Loss of power or lights in the property	TMO	
Electrical	Repairing broken sockets, switches and lampholders	TMO	
Electrical	Repairing electrical extractor fans	TMO	
Electrical	Elements to electric hot water systems/ immersion heaters	HC	
Floors and Stairs	Repairing any floor covering you have fitted or that was fitted by a previous tenant (vinyl tiles, sheeting, carpets, laminate)	Tenant	
Floors and Stairs	If you leave your property you must lift any laminate flooring, otherwise you will be charged for the cost to do this.	Tenant	
Floors and Stairs	Repairing or replacing damaged, loose or rotten floorboards	TMO	
Floors and Stairs	Repairing or replacing loose or broken banisters, hand rails or step treads	TMO	
Floors and Stairs	Communal flooring or wall tile repairs	TMO	

Area	Type	Responsible	Adapted from this guide (2019)
Garages & Gardens	Replacing keys or locks to garages when keys are lost or stolen	Tenant	
Garages & Gardens	Gaining entry to your garage if you lose your key	Tenant	
Garages & Gardens	Maintaining paths within private gardens that are not main entrance paths to the door	Tenant	
Garages & Gardens	Replacing clothes lines and rotary driers	Tenant	
Garages & Gardens	Repairs to garage doors	HC	
Garages & Gardens	Repairs to communal paths	HC	
Garages & Gardens	Maintaining fencing and gates that are part of a public walkway	TMO	
Heating	If you smell gas or your Carbon Monoxide alarm has activated, contact Cadent on 0800 111 999	Tenant	
Heating	Checking your heating controls (thermostat, timer or programmer) are set correctly	Tenant	
Heating	Keeping your home properly heated to prevent frozen or burst pipes, even when you are on holiday, and keep it ventilated to prevent condensation	Tenant	
Heating	Getting chimneys (used for coal or wood fires) swept once a year by a sweep registered with the National Association of Chimney Sweeps	Tenant	
Heating	Getting gas hobs, cookers, ovens and gas fires serviced	Tenant	
Heating	Loss of communal heating	HC	
Heating	Blocked flue to open fire or boiler	HC	
Heating	Total or partial loss of space or water heating	HC	
Heating	Leak from heating pipe or tank	HC	
Kitchen Fittings	Repairing any extra kitchen units you have installed	Tenant	
Kitchen Fittings	Installing washing machines, dishwashers, tumble driers or cookers	Tenant	

Area	Type	Responsible	Adapted from this guide (2019)
Kitchen Fittings	Repairing or replacing doors, drawers, shelves and worktops (which have been fitted by the Council)	TMO	
Kitchen Fittings	Replacement of kitchen units when they are beyond economic repair/not already included in one of our renovation programmes	HC	
Plumbing	If a water pipe has burst you should turn off your water supply at the stopcock and then turn all taps on to allow remaining water to flow out and release pressure	Tenant	
Plumbing	Fitting pipes for a washing machine or dishwasher (if not already provided)	Tenant	
Plumbing	Taking steps to prevent water in pipes and taps freezing in cold weather, particularly if going on holiday	Tenant	
Plumbing	Water leaks and flooding	TMO	
Plumbing	Loss of water supply (after you have contacted Thames Water to confirm there are no issues on their side)	TMO	
Plumbing	Low water pressure (after you have contacted Thames Water to confirm there are no issues on their side)	TMO	
Roofs Walls & Ceilings	Looking after any aerial or satellite dish you had permission to put up, or any aerial that was on the building when you moved in, unless it is a communal aerial	Tenant	
Roofs Walls & Ceilings	Decorating walls and ceilings, including filling small cracks or holes in plaster	Tenant	
Roofs Walls & Ceilings	Putting up and repairing shower and curtain rails and battens, pelmets, coat hooks and shelves	Tenant	
Roofs Walls & Ceilings	Controlling the build-up of moisture in your home to prevent damp and mould appearing on walls or ceiling.	Tenant	

Area	Type	Responsible	Adapted from this guide (2019)
Roofs Walls & Ceilings	Roof leaks (these can only be repaired externally in dry weather)	HC	
Roofs Walls & Ceilings	Replastering or large patch repairs to ceiling or wall	TMO	
Roofs Walls & Ceilings	Brickwork and concrete repairs	HC	
Windows & Gutters	Keeping window trickle vents clear	Tenant	
Windows & Gutters	Replacing window keys to locking windows where these are fitted	Tenant	
Windows & Gutters	Keeping gully grids clear of leaves and rubbish (this will help to avoid blockages and flooding)	Tenant	
Windows & Gutters	Broken or smashed glass to windows (provide a crime reference)	TMO	
Windows & Gutters	Reseal windows	TMO	
Windows & Gutters	Repair or replace window catches, hinges or frames	TMO	
Windows & Gutters	Repair gutters and rain water pipes	HC	
	Updated Sept 2024		