

Repairs Responsibilities

The list below provides guidance on the responsibilities of Eastlight and our customers when repairing and maintaining their homes.		
	Eastlight responsibilities:	Customer responsibilities:
Bathroom	<ul style="list-style-type: none"> • Bath and bath panel • WC • Wash basin • Shower unit • Floor covering 	<ul style="list-style-type: none"> • Toilet seat • Plug and chains • Shower curtains
Kitchen	<ul style="list-style-type: none"> • Units including worktop, door and draw fronts, carcass plinth and handles • Floor covering 	<ul style="list-style-type: none"> • Plugs and chains • Washing machine connections and fittings
Heating	<ul style="list-style-type: none"> • Oil storage tanks • Gas-fired systems with radiators • Solid fuel system • Electric storage heating system • Any other system fitted by Eastlight 	<ul style="list-style-type: none"> • Any heating system supplied and fitted by you • Providing adequate fuel and power to service or repair the appliance • The removal of mould and mildew caused by inadequate heating and ventilation
Doors	<ul style="list-style-type: none"> • Outside locks • Outside doors • Inside doors • Door ironmongery 	<ul style="list-style-type: none"> • Doorbells, chains and name plates • Keys including communal keys
Electrical	<ul style="list-style-type: none"> • Communal TV aerial (not individual aerials) • Immersion heater • Light fittings, switches and sockets • Wiring and circuits • Smoke detectors fitted by Eastlight • Fire alarms • Door entry systems 	<ul style="list-style-type: none"> • Plugs and battery-operated smoke detectors fitted by you • Light bulbs including fluorescent tubes and starters • Loss of power due to faulty electrical appliances
Plumbing	<ul style="list-style-type: none"> • Taps • Sinks, wash basins, bath, toilets • Drainage systems • Hot and cold water supply 	<ul style="list-style-type: none"> • Bleeding radiators • Resetting time clocks and programmers • Clearing gullies • Clearing gutters and down pipes
Structure	<ul style="list-style-type: none"> • Roof • Chimney • Ceilings 	

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	<ul style="list-style-type: none"> • Damp-proof course • Floors • Walls • Outside woodwork • Stairs and steps • Brick sheds 	
Windows	<ul style="list-style-type: none"> • Cracked or broken glass • Sills, frames, catches and handles 	<ul style="list-style-type: none"> • Window glass or components broken by your or visitors
Fencing, gates, gardens and footpaths	<ul style="list-style-type: none"> • Fencing • Gates • Estate fencing and walls 	<ul style="list-style-type: none"> • Dustbins • Wooden sheds • Trees • Shrubs • Lawn maintenance • Patios and paths
Decoration	<ul style="list-style-type: none"> • External decoration • Front path 	<ul style="list-style-type: none"> • Internal decoration – you may be able to apply for assistance in the decoration of one room in your home • Replacing fittings discoloured through smoking
Chimney and fireplaces	<ul style="list-style-type: none"> • Chimney and flue (enclosed) 	<ul style="list-style-type: none"> • Chimney sweeping if you have an open fire • Coal bunker • Fireplace tiles
General		<ul style="list-style-type: none"> • Maintenance of any items you have fitted • Items gifted to you
External areas	<ul style="list-style-type: none"> • Communal washing lines • Garages including doors 	