

APPENDIX 1 – Repairs & Maintenance

The following list provides a guide on who is responsible (either Eastlight or Eastlight residents) for the repairs and maintenance of Eastlight's homes.

	EASTLIGHT RESPONSIBILITIES	RESIDENT 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 • Plugs and chains • Shower curtains
Kitchen	<ul style="list-style-type: none"> • Units, including worktop, door and drawer fronts, carcass plinths and handles • Floor covering 	<ul style="list-style-type: none"> • Plugs and chains • Washing machine connections and fittings (from surface connection point to appliance)
Heating	<ul style="list-style-type: none"> • Electric storage heating system • Any other system fitted by Eastlight 	<ul style="list-style-type: none"> • Any heating system supplied and fitted by the resident, providing Landlord's Consent has been obtained
Doors	<ul style="list-style-type: none"> • Outside locks (fault or defect identified) • Outside doors • Inside doors • Door ironmongery 	<ul style="list-style-type: none"> • Outside locks (lost/misplaced keys) • Doorbells, chains and name plates (new-build post-defect) • Keys/Fobs, including communal entrances
Electrical	<ul style="list-style-type: none"> • Communal TV aerial (not individual aerial) • Immersion heater • Light fittings, switches and sockets • Wiring and circuits • Smoke detectors and fire alarms • Door entry systems 	<ul style="list-style-type: none"> • Light bulbs, including fluorescent tubes and starters • Loss of power due to faulty electrical appliances. • Resident's own tv aerial
Plumbing	<ul style="list-style-type: none"> • Taps • Sinks, wash basins, bath, toilets • Drainage systems • Hot and cold-water supply • Clearing gutters and down pipes • Heating and boiler faults 	<ul style="list-style-type: none"> • Resetting time clocks and programmers • Blocked toilets, locally to pipework • Clearing gullies • Enabling works for resident choice water meter
Structure	<ul style="list-style-type: none"> • Roof (internally and externally) • Chimneys • Ceilings 	
Appliances	<ul style="list-style-type: none"> • Connections up to customer's own appliance 	<ul style="list-style-type: none"> • Customer's own appliance