

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