



**REPAIRS &  
RESPONSIBILITIES**

**Freebridge**  
COMMUNITY HOUSING

The next few pages shows which repairs responsibility lies with Freebridge, and which lies with you, our tenant.

	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
<b>Kitchens, Bathrooms &amp; Toilets</b>	Kitchen work surfaces	Blocked toilet bowl, basin, sink, shower, or bath waste
	Kitchen sink unit	Broken plug and/or chain, including missing ones
	Kitchen cupboards, drawers & plinths	Appliances
	Loose, cracked or broken bathroom sink, toilet bowl or shower basin	Replacing toilet seats
	Leaking tap	Shower curtains
	Tap not turning off	Shower heads and hoses (non-electrical showers)
	Water leaking between sink, basin, bath, shower and wall	
	Electric shower not working	
	Shower heads and hoses for electrical showers	
	Faulty toilet cistern, including flush handle	
		<b>Freebridge Responsibility</b>
<b>Doors &amp; windows</b>	External doors, hinges and faulty door lock mechanisms	Replacing keys or locks, including if you cannot get in your home because you have lost your keys
	Water leaking between external door and frame	Adjusting doors to allow for new floor coverings
	Window frames, sash cords, window furniture and sills	Doorbells, letterboxes, numbers or name plates
	Door entry system	Broken windows (glass pane)
	Fire door set	Internal doors, including hinges, handles and bolts (unless there is a health & safety risk)
	'Blown' glazing units	
	Architraves	

<b>Electrics &amp; Lighting</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Electrical supply (unless outside of our control - UK Power Network)	Power failures (let us know as we may be able to help)
	Smoke alarms, heat detectors, carbon monoxide detectors	Replacing lightbulbs, fluorescent tubes, starters, motors, plus and tripped fuses (except in communal areas)
	Sockets, outlets and switches	Appliances within the home
	Ventilation systems	Providing additional electrical sockets (you will need to seek Landlord Permission)
	Fuse box or consumer unit faults (excluding tripped fuses)	
	LED fittings in kitchens and bathrooms (inc. bulb replacement)	
	Communal lighting	
<b>Heating, water &amp; Drainage</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Heating installations	Bleeding radiators
	Gas fire not working (if we cannot fix it and you have alternative heating, we will remove the fire)	Blocked gully or toilet waste, except where pipework is faulty
	Radiator not working	Blocked wastes
	Boiler faults	
	No heating and/or hot water	
	Water heaters	
	Water supply (unless out of our control)	
	Leaking / burst pipe	
	Water tank	
	Manhole cover loose or broken	
	Guttering, downpipes and drains	
<b>Floors, walls &amp; ceilings</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Skirting boards	Decorating, including after any repairs you or we carry out
	Floorboards	Small or hairline cracks in plaster

<b>Floors, walls &amp; ceilings</b>	Brickwork	Floor coverings (unless nonslip to bathroom and kitchen)
	Wall tiles to bathroom, WC's and kitchen (if supplied and fitted by Freebridge)	
	Plaster and plasterboard (excluding minor cracks)	
	Handrails on stairs	
	Newel post, stair or tread	
	Non-slip flooring to kitchen and bathroom	
	Foundations	
	Damp proofing	
	Loft hatch	
<b>Outside your home</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Roof / roof tiles	TV aerials and satellite dishes, except communal services
	Chimney stack and flute	Garden maintenance (including trees)
	Guttering	Gates not bordering onto a public area
	Downpipes	Fencing between properties (inc. privacy panels)
	Overflow pipes	Greenhouses, sheds & outbuildings
	Roof lights	Replacing keys or locks to garages
	Fascias and soffits	
	Driveways	
	Gate opening onto a public area	
	Fencing that borders onto a public area	
	Loose or broken step	
	Communal gardens	
	Main pathways (unless council responsibility)	
	Parking areas	
	Garage door	
Roof leaks		

<b>Communal areas</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Communal decoration	Keeping communal areas free of belongings
	Faulty phone entry system	Not dumping or dropping rubbish
	Damaged paths	
	Communal lighting faults	
	Communal bin store maintenance	
	Communal garden maintenance	
<b>Pests</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Pests in Communal areas	Pests inside your home
<b>Gas &amp; electric safety</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Gas leaks	Payment for gas and electrical checks for mutual exchanges
	Annual gas safety check	
	5 yearly electrical installation inspection	
	Gas and electrical checks for a mutual exchange (you will be charged for these)	
<b>Damp &amp; mould</b>	<b>Freebridge Responsibility</b>	<b>Your Responsibility</b>
	Clean and shield treatment	Following advice in damp, mould and condensation via the guidance leaflet
	Remedying cause(s) of damp and mould	