



# HILLINGDON

LONDON

## **Housing repairs for Hillingdon Council tenants: who does what?**

This guide lists most day-to-day repairs in the home and tells you who is responsible for doing them. If your repair is not listed, the council's Contact Centre can advise on who is responsible for the work: call 01895 556600 from 8am-6pm on Monday to Friday or email [HHS-HousingRepairs@hillington.gov.uk](mailto:HHS-HousingRepairs@hillington.gov.uk).

In this document, "we" and "us" mean Hillingdon Council; "you" and "your" means Hillingdon Council tenants.

### What is the Council responsible for?

- Repairing the structure and the outside of your home,
- making sure that fixtures and fittings for water, sanitation, electricity, gas and heating are safe and in working order, and
- maintaining shared facilities such as communal paths, doors and fences, passenger lifts and communal TV aerial systems.

### What are tenants responsible for?

- Looking after your home,
- carrying out minor repairs and all internal decoration,
- maintaining your own fixtures, fittings and appliances, including any improvement work that we have permitted you to do,
- ensuring that you, your family, visitors and pets do not damage your home, and
- reporting all repairs promptly to us and letting us carry them out.

### Exceptions to repair responsibilities

- The Council will do repairs that are normally your responsibility if the fault has been caused directly by:
  - your or another resident's disability,
  - domestic violence,
  - an act of crime and you provide a police CAD or Crime Reference Number, or
  - other repairs that we have done in the property.
- You are responsible for doing repairs caused by misuse, neglect and accidents, even if it something we are normally responsible for. We can do these repairs if you pay us but we will normally expect advance payment unless there is a health and safety risk.

## Housing repairs: who does what?

- We will maintain items that we fitted as part of a disabled adaptation, even if it would normally be your responsibility, if:
  - the adaptation was done for a current resident, or
  - it was done for a previous resident but a current resident is also disabled and needs the adaptation.
- We will replace all damaged items that contain asbestos.
- A star \* next to a repair in the list below means there is a special exception to that responsibility. More information on these exceptions is available from the online repair reporting system and from the Contact Centre.
- If you are elderly or disabled and have no-one to help you, we may do repairs that are normally your responsibility but we may charge you. Alternatively we may put you in touch with volunteer organisations that can help.

| <b>General household tasks</b>  | YOU | US |
|---|-----|----|
| Routine cleaning, e.g. windows, sanitary fittings, kitchen worktops, extractor fans and airbricks | ✓   |    |
| Internal decoration   | ✓   |    |
| Wiping down condensation and mould  | ✓   |    |
| Temporarily moving furniture and lifting floor coverings to allow other repairs to take place     | ✓   |    |
| Garden maintenance if the garden is for your own use  | ✓   |    |

| <b>Electrical</b>  | YOU | US |
|--|-----|----|
| Complete or partial loss of power and / or lights          |     | ✓  |
| Fuse box - re-set a tripped switch                         | ✓   |    |
| Fuse box - repairs   |     | ✓  |
| Check / disconnect / reconnect electrics after a leak      |     | ✓  |
| Plug sockets and electrical circuits                       |     | ✓  |
| Light sockets, switches and pull cords                     |     | ✓  |
| Changing light bulbs, fluorescent tubes and starter motors | ✓   |    |
| Smoke alarm - cleaning and weekly testing                  | ✓   |    |
| Smoke alarm - battery-powered alarm *                      | ✓   |    |
| Smoke alarm - mains-powered alarm                          |     | ✓  |
| Carbon monoxide alarm *                                    | ✓   |    |
| Extractor fans   |     | ✓  |
| Door entry phone   |     | ✓  |
| Door bell battery  | ✓   |    |
| Internal TV socket   | ✓   |    |
| Electric cooker  | ✓   |    |
| Other domestic appliances, including cables and plugs      | ✓   |    |
| Electricity meter  | ✓   |    |

For electricity meter faults, contact your electricity supplier.

## Housing repairs: who does what?

| <b>Gas</b>   | YOU | US |
|--|-----|----|
| Gas leaks  | ✓   |    |
| Gas installation repairs                           |     | ✓  |
| Total or partial loss of gas supply                |     | ✓  |
| Annual service of gas installations and appliances |     | ✓  |
| Gas cookers  | ✓   |    |
| Gas meter  | ✓   |    |

For gas leaks, call the national Gas Emergency number, 0800 111 999.  
For gas meter faults, contact your gas supplier.

| <b>Heating and hot water</b>                      | YOU | US |
|---|-----|----|
| Total or partial loss of heating and/or hot water |     | ✓  |
| Radiators - bleeding air                          | ✓   |    |
| Radiators - repairs                               |     | ✓  |
| Storage heaters                                   |     | ✓  |
| Heating controls - setting and using              | ✓   |    |
| Heating controls - repairs                        |     | ✓  |
| Relighting pilot lights                           | ✓   |    |
| Immersion heaters                                 |     | ✓  |

| <b>Waste pipes and drains</b>  | YOU | US |
|--|-----|----|
| Blocked toilet or waste pipe inside your home                          | ✓   |    |
| Blocked gully that only serves your home                               | ✓   |    |
| Blocked waste pipe stack or gully that is shared with another property |     | ✓  |
| Blocked drain  |     | ✓  |
| Gully cover if it only serves your home                                | ✓   |    |
| Drain covers and communal gully covers                                 |     | ✓  |

| <b>Plumbing</b>   | YOU | US |
|---|-----|----|
| Total or partial loss of water  |     | ✓  |
| Leaking and burst pipes, any type of pipe                                 |     | ✓  |
| Temporarily containing leaks and clearing up spilled water                | ✓   |    |
| Stopcocks - turning off the main stopcock if you are away for a long time | ✓   |    |
| Stopcocks - repairs   |     | ✓  |
| Overflow constantly running   |     | ✓  |
| Cold water storage tanks  |     | ✓  |
| Toilets   |     | ✓  |
| Toilet seats  | ✓   |    |
| Baths   |     | ✓  |
| Bath panels   | ✓   |    |
| Sinks and wash hand basins  |     | ✓  |
| Showers - standalone (shower unit or cubicle)                             |     | ✓  |
| Showers - over a bath   | ✓   |    |

## Housing repairs: who does what?

|   |   |   |
|---|---|---|
| Showers - hose, handset, curtain and curtain rail   | ✓ |   |
| Disabled shower doors                               |   | ✓ |
| Taps - sinks, baths and basins                      |   | ✓ |
| Taps - outside                                      | ✓ |   |
| Plugs and chains in sinks, baths and basins         | ✓ |   |
| Washing machines, dishwashers and their connections | ✓ |   |

|  |     |    |
|--|-----|----|
| <b>Doors - front and back entrance doors to the home</b> | YOU | US |
| Adjust, make safe, repair and renew doors and frames     |     | ✓  |
| Locks and latches  |     | ✓  |
| Person locked in / out                                   |     | ✓  |
| Communal entrance door fobs                              |     | ✓  |
| Lost and additional keys and fobs                        | ✓   |    |
| Door handles and letterbox covers                        |     | ✓  |
| Other minor door fittings e.g. knockers and numbers      | ✓   |    |

|  |     |    |
|--|-----|----|
| <b>Doors - internal, outbuilding and garage doors</b>      | YOU | US |
| Internal doors and ironmongery (handles, hinges etc.)      | ✓   |    |
| Internal fire doors and ironmongery (handles, hinges etc.) |     | ✓  |
| Internal door - frames                                     |     | ✓  |
| Internal door - architraves                                | ✓   |    |
| Adjusting doors after laying new lino, carpets etc.        | ✓   |    |
| Sliding doors on built-in wardrobes provided by us         |     | ✓  |
| Doors on outbuildings that are part of the dwelling        |     | ✓  |
| Doors on other outbuildings and sheds in your own garden   | ✓   |    |
| Doors on storage and bin sheds in communal areas           |     | ✓  |
| Garage doors   |     | ✓  |
| Lost and additional keys (any type of door)                | ✓   |    |

|   |     |    |
|---|-----|----|
| <b>Carpentry - other internal repairs</b>                   | YOU | US |
| Floorboards   |     | ✓  |
| Stairs, banisters and rails                                 |     | ✓  |
| Kitchen units and worktops *                                |     | ✓  |
| Skirting boards   | ✓   |    |
| Window boards and internal window cills                     | ✓   |    |
| Bath panels   | ✓   |    |
| Shelves, curtain rails, coat hooks and other personal items | ✓   |    |

|  |     |    |
|--|-----|----|
| <b>Carpentry - fences and gates</b>  | YOU | US |
| Fence bordering something that is not another garden, e.g. a road, alley, park or office block |     | ✓  |
| Fence that divides two back gardens - first panel ("privacy panel")                            |     | ✓  |
| Fence that divides two back gardens - all except the first panel                               | ✓   |    |
| Fence that divides two front gardens   | ✓   |    |
| Metal gates  |     | ✓  |

## Housing repairs: who does what?

|   |   |   |
|---|---|---|
| Wooden gates shared with other residents                              |   | ✓ |
| Wooden gates for your exclusive use - hinges, latch and wood          |   | ✓ |
| Wooden gates for your exclusive use - any other locks and ironmongery | ✓ |   |

| <b>Windows</b>  | YOU | US |
|---|-----|----|
| Boarding up broken glass                                      |     | ✓  |
| Reglazing due to an act of crime                              |     | ✓  |
| Reglazing for all other reasons                               | ✓   |    |
| Window cannot be opened / closed                              |     | ✓  |
| Window repair / adjustment                                    |     | ✓  |
| Window ironmongery (hinges, handles, locks, restrictors etc.) |     | ✓  |
| Lost and additional keys                                      | ✓   |    |
| Cleaning and lubricating catches, hinges etc.                 | ✓   |    |
| Window board and internal cill                                | ✓   |    |

| <b>Ceilings, floors and walls</b>   | YOU | US |
|---|-----|----|
| Ceiling bulging or collapsed  |     | ✓  |
| Plaster repairs that are caused by normal thermal movement (e.g. filling hairline cracks) | ✓   |    |
| Plaster repairs that are not caused by normal thermal movement                            |     | ✓  |
| Floor tiles - minor repairs (up to 10 tiles or one square meter of sheet flooring)        | ✓   |    |
| Floor tiles - larger repairs (more than 10 tiles or one square meter)                     |     | ✓  |
| Wall tiles - minor repairs (up to 10 tiles)   | ✓   |    |
| Wall tiles - larger repairs (more than 10 tiles)  |     | ✓  |
| Wall vents and airbricks - keeping them unblocked   | ✓   |    |
| Wall vents and airbricks - repairs  |     | ✓  |
| Fireplace grates, tiles and flues   |     | ✓  |
| Lifting and replacing floor coverings to allow another repair                             | ✓   |    |
| Painting and wallpapering   | ✓   |    |
| Coving  | ✓   |    |

| <b>Roofs and guttering</b>                    | YOU | US |
|---|-----|----|
| Roof leaks                                    |     | ✓  |
| Slipped, broken or missing tiles              |     | ✓  |
| Fascias and soffit boards                     |     | ✓  |
| Gutters and downpipes - repairs and clearance |     | ✓  |
| Chimney repairs                               |     | ✓  |
| Chimney sweeping                              | ✓   |    |

| <b>Paths and paving</b>  | YOU | US |
|--|-----|----|
| Paths that lead directly from the street to your front, side or back entrance door |     | ✓  |
| Any other path for your exclusive use  | ✓   |    |
| Patios, driveways and hardstandings  | ✓   |    |

## Housing repairs: who does what?

| <b>Other outdoor repairs</b>                                    | YOU | US |
|---|-----|----|
| External brickwork to dwellings and boundary walls              |     | ✓  |
| External rendering  |     | ✓  |
| Outbuildings that are part of the dwelling                      |     | ✓  |
| All other garden outbuildings                                   | ✓   |    |
| Storage and bin sheds in communal areas                         |     | ✓  |
| Keeping the damp proof course and airbricks free of obstruction | ✓   |    |
| Washing lines - communal  |     | ✓  |
| Washing lines - not communal                                    | ✓   |    |

| <b>Pest control</b>    | YOU | US |
|------------------------|-----|----|
| Rats                   |     | ✓  |
| Mice                   |     | ✓  |
| Squirrels              |     | ✓  |
| Cockroaches            |     | ✓  |
| Wasps *                | ✓   |    |
| Bees - mortar bees     |     | ✓  |
| Bees - all other types | ✓   |    |
| Fleas                  | ✓   |    |
| Bedbugs                | ✓   |    |
| Ants - pharaoh ants    |     | ✓  |
| Ants - all other types | ✓   |    |
| Woodworm               |     | ✓  |
| Other pests            | ✓   |    |

## Housing repairs: who does what?

### Version History

| <b>Version Number</b> | <b>Author</b>  | <b>Purpose/Change</b>  | <b>Date</b>  |
|-----------------------|--|--|--------------|
| V1.0                  | Graham Ross,<br>Complaints & Risk<br>Manager, Maintenance<br>Service | "Tick list" version of existing<br>repair responsibility documents<br>for uploading to the new LBH<br>website  | June<br>2019 |
| V2.0                  | Graham Ross,<br>Complaints & Risk<br>Manager, Maintenance<br>Service | <ol style="list-style-type: none"><li>1) Added LBH logo.</li><li>2) Added paragraph in the<br/>introduction re: LBH<br/>maintaining items fitted for<br/>disabled adaptations.</li><li>3) Clarified some ambiguous<br/>wording on smoke alarms,<br/>showers, dividing fences,<br/>minor plastering, external<br/>brickwork and ant / bee<br/>pest control.</li><li>4) Added responsibilities for<br/>bleeding radiators,<br/>renewing gully covers that<br/>are for tenants' exclusive<br/>use, stopcocks, bath panels<br/>and outside taps, in line<br/>with existing LBH policy.<br/>These were all missed in<br/>error from the original.</li></ol> | Oct 2020     |
|                       |  |  |              |
|                       |  |  |              |
|                       |  |  |              |