

Repair Responsibilities

Your Homes Newcastle – Leaseholder will be recharged by YHN	Leaseholder
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Repair Item	Examples	Exceptions
Building Structure/Exterior		
Foundations	Subsidence Rising Damp	
Roofs	Leaks Tiles Missing/loose Felt Damage Storm Damage	
Chimney Stacks	Pointing Brickwork cracking	
External and Internal Walls	Pointing Damp proofing Rendering Faulty wall ties Brickwork cracking	Interior surfaces including plaster, plasterboards, decoration and tiling
Floors and Ceilings	Faulty timbers, joists or beams concrete sub floor deterioration Other supporting floor structure problems	Surfaces including, floorboards plaster, plasterboards, decoration, carpets, tiling and laminate flooring
Balconies	Deterioration of structural parts, external finishes or framework	Floor surfaces Including tiling
Woodwork	Repairs or decoration to fascia, barge or soffit boards	
Canopies	Leaks through felt or tiled covering repairs to the structure or supports	
Loft	Repairs to roof structure	
Doors and Windows of the flat		
External Doors (including front doors of flats leading into communal areas)	Repairs and decoration to doors and door frames Faulty locks, handles and hinges Repairs to door bells, knockers and numbers Vandalism	

Glass in External Doors (including front doors of flats leading into communal areas) Internal Doors	Cracked glass Replace glass Make safe or secure glass Vandalism All repairs and decoration to all items	
Windows	Repairs and decoration to internal window frames Repairs to locks, handles and hinges Vandalism	Building has more than three storeys
Glass in windows	Cracked glass Replace glass Make safe or secure glass vandalism	Building has more than three storeys
Plumbing		
Gutters, Rainwater Pipes and Soil Pipes	Leaks Blockages Refixing items	
Sewers, Drains, Water Pipes, Manhole covers	Leaks Blockages Bursts Missing or broken covers	Items which serve the flat exclusively
Kitchen Fixtures and Fittings	Sink leaking or blocked Faulty taps, plug or drainer Washing machine Problems	
Bathroom Fittings and Sanitary Ware	Sink or bath leaking or blocked Faulty taps, or plug Toilet blocked or leaking Shower problems	
Water Tank and Pumps	Leaking or blocked	Communal supply
Gas and Electrical		
Cables, Wires and Supply Lines	Supply faulty or off	Item serves the flat exclusively
TV Aerial	Reception poor or off	Serves the flat exclusively
Light Fittings, sockets, Bulbs and Fuses	Broken or faulty item	Communal parts
Fires and Cookers	Faulty appliances	
Smoke Alarms and Extractor Fans	Faulty or broken	Communal parts or communal system
Heating		

Central Heating Systems	Faulty radiators Boiler problems	Communal parts or communal system
Other Items Inside the Property		
Skirting Boards, sills, architraves, Stairs and fire surrounds	Repairs and decoration	
Internal Communal Areas		
Passage, landings, Staircases and other common parts	Decoration Lighting or sockets faulty or off Broken or cracked flooring Stair treads missing or lifting Repairs to skirting boards	
Fire Alarms, Fire Safety Equipment, Extractor Fans, Door Entry and CCTV Systems	Broken or Faulty Servicing	
Internal Communal Areas		
External and Internal Doors and Windows	Decoration and repairs to window frames, doors and door frames Replace broken glass Repairs to locks, handles, hinges and door closers Repairs to door bells, knockers and numbers	
Lifts and Machinery	Lift broken down or faulty Servicing Statutory inspections Lights off	
External Communal Areas		
Boundary walls, fences and gates	Pointing or repairs to brickwork Repair or decoration to fencing or gates Make safe	Boundary marked 'T' on the lease plan
Gardens	Keep clean and tidy	Private gardens marked on the lease plan
Forecourts, Pathways, Roadways and other Common parts	Cracked and lifted paving Keep clean and tidy	