

1. Papworth Trust's responsibility:

Our responsibility is to:

- a.** keep in repair the structure and exterior of your house/flat (including drains, gutters and external pipes)
- b.** keep in repair and proper working order the installations in the house/flat for the supply of water, gas and electricity and for sanitation. This will include basins, sinks, baths and sanitary conveniences but not fittings like plugs, chains or toilet seats; also not included are other fixtures, fittings and appliances for making use of the supply of water, gas or electricity or sanitation
- c.** keep in repair and proper working order the installations in the house/flat for space heating and heating water.
- d.** keep in repair any components agreed under the tenancy agreement or service charge/household charge agreements – tenants will need to check their specific tenancies to identify these

Smoke alarms and carbon monoxide alarms that have been fitted by the Trust are the responsibility of the Trust to maintain.

We will only repair or replace items (at no cost to the tenant) that have become faulty through fair wear and tear and not through the fault of, or misuse by, the tenant.

2. All other repairs and maintenance are the responsibility of the tenant.

Examples are given below of those repairs which tenants often believe are not their responsibility.

- Cracks to plaster
- Minor gaps between skirting and floors which are capable of being filled by you whilst decorating
- Plugs and chains on sinks, baths and basins, (except in communal areas).
- Toilet seats (except in communal toilets).
- Light bulbs and fluorescent tubes and bulbs in sealed fittings (except in communal areas).
- Changing of domestic fuses, resetting trip switches, testing trip switches

- The bleeding of radiators (except in communal areas or if you have a pressurised system – this could cause the pressure to drop and the boiler to cease working)
- Disinfestation/pest control within the premises
- Filters to extractor fans.
- Blocked WC/waste pipes/sinks/internal blockages
- Blocked drains – if these are caused by sanitary item, paper towels, buildup of fat or scale etc.
- Regular cleaning of shower heads and shower waste
- Boilers – if your boiler is 'locked out' because the oil tank is empty or very low capacity, the cost of the visit will be re-charged in line with the Rechargeable Repairs policy. If the boiler has been tampered with any repairs will be recharged in the same way.
- Keys/fobs to the property and any outbuildings and windows
- Anything installed by you or a previous tenant where you accepted responsibility when you moved in and anything gifted to you by us when you moved in