



Who's Responsible for Repairs?

A GUIDE FOR COUNCIL TENANTS



WHO'S RESPONSIBLE FOR REPAIRS?

CONTENTS

PAGE

- 4** Who's responsible for repairs?
- 4** What if I buy my home?
- 5** Repairs Responsibility Table



WHO'S RESPONSIBLE FOR REPAIRS?

This booklet sets out the repairs that the Council will do and the ones that tenants are responsible for and was put together by a group of tenants, councillors and staff.

The Council is responsible for carrying out most repairs to your home. There are some repairs however, for which you are responsible.

If you need a repair and are not sure who is responsible please ring us on **01273 484448**.

The Council will not be responsible for repairs to something that you have built or installed yourself or got someone in to do for you.

If however, we have to put things right that you (or someone else you allowed) may have done wrong, we will charge you. See our factsheet - Improving your Council Home, for further details.

If you're elderly or registered disabled and have difficulty getting a repair done for which you would normally be responsible, we may be able to help you. Please ring us on **01273 484448**.

WHAT IF I BUY MY HOME?

If you apply to buy your home on the Right to Buy scheme, the Council will only carry out emergency and basic wind and watertight repairs while the application is in.

If you then decide to buy, and your home is a house, you will be responsible for all maintenance and repairs. If you buy a Council flat then most repairs are your responsibility, but the Council are responsible for repairs and maintenance to the structure, such as walls (including the windows), roof and communal areas. See our **[Leaseholder Repairs and Responsibilities Handbook](#)** for further details.

If you buy part of your home under a shared ownership scheme, you are responsible for all maintenance and repairs.

REPAIR RESPONSIBILITY TABLE

The following table gives a list of the most common repairs, and shows who is responsible for the repair.

It does not include everything, so if you need something repaired that is not in the table, or are not sure who should repair it, please ring the Council on **01273 484448** for assistance.

Repair		Council	You
Basins	Except plugs and chains. See also Drains/Wastes	✓	
Baths	Except plugs and chains. See also Drains/Wastes	✓	
Canopies over doors/windows		✓	
Car hardstandings/ Drives	If built by Council	✓	
Carbon monoxide detectors	If alarm sounds turn off gas boiler/gas fire/gas cookers, open windows and contact us	✓	
Ceilings	Except small cracks and painting	✓	
Chimneys	Except sweeping	✓	
Communal areas		✓	
Cookers	Including connection and disconnection for which you must use a Corgi registered engineer (if gas) or electrician (if electric)		✓

REPAIR RESPONSIBILITY TABLE

Repair		Council	You
Door bell			✓
Door entry systems		✓	
Drains/Wastes	Charges will be made when repeatedly blocked through tenant misuse	✓	
Dustbins	Available to new tenant(s) only		✓
Electric meters	Contact your electricity supplier		✓
Extractor fans		✓	
Fascia/Soffits		✓	
Fences/Garden walls	If boundary owned by Council and originally erected by Council	✓	
Firegrates and surrounds	If used for burning solid fuel	✓	
Fixtures and fittings	Such as coat hooks, curtains, curtain rails etc		✓
Floors	Except floor coverings i.e. carpet/vinyl/lino or wood laminate flooring	✓	

REPAIR RESPONSIBILITY TABLE

Repair		Council	You
Front and back doors		✓	
Garden maintenance	Except communal gardens		✓
Garages/ outbuildings	If built by the Council	✓	
Gas meters	Contact your gas supplier		✓
Gas pipes	Ring Transco on 0800111999 if gas leak	✓	
Gates	If fair wear and tear	✓	
Glazing	If due to break in or other criminal damage you must get a crime number from the Police. If due to accidental damage we will repair and recharge	✓	
Greenhouses			✓
Guttering/Rainwater pipes		✓	
Heating and hot water		✓	
Hot water cylinders		✓	

REPAIR RESPONSIBILITY TABLE

Repair		Council	You
Immersion heaters		✓	
Internal doors	Including handles, locks, hinges and threshold strips and adapting to accommodate carpets etc.		✓
Keys - Lost	The Council can arrange entry, but there will be a charge		✓
Keys - Stolen	If stolen you must have a crime number from the police	✓	
Kitchens		✓	
Kitchen appliances	Except those supplied by the Council		✓
Letterboxes		✓	
Light fittings	Except lightbulbs, fuses, fluorescent tubes and starters	✓	
Locks	Except keys	✓	
Painting/Decorating inside	Except communal ways		✓
Painting outside		✓	

REPAIR RESPONSIBILITY TABLE

Repair		Council	You
Paths/Steps/Ramps	If built by the Council	✓	
Pipes/Leaks		✓	
Plastering	Except small cracks/repairs	✓	
Plugs and chains			✓
Porches		✓	
Rendering		✓	
Roofs		✓	
Sheds –Timber garden			✓
Showers	If installed by the Council	✓	
Sinks	Except plugs and chains. See also Drains/Wastes	✓	
Smoke alarms	Except replacing batteries	✓	
Stairs	Including banisters/handrails etc.	✓	

REPAIR RESPONSIBILITY TABLE

Repair		Council	You
Store/outhouse – brick or concrete		✓	
Switches and sockets	Except dimmer switches	✓	
Taps/Stopcocks		✓	
Telephone points			✓
Toilets	Except seats	✓	
TV aerials	Except communal systems		✓
Walls	See also plastering	✓	
Wall tiling	If originally fixed by Council	✓	
Washing lines	Except communal lines/rotary dryers		✓
Water pipes/leaks		✓	
Windows		✓	
Wiring		✓	
Worktops	If fair wear and tear	✓	

This leaflet explains what the Council is responsible for repairing in your home and what you as a Lewes District Council tenant are responsible for. It has been put together by a group of tenants, councillors and staff.

This leaflet can be made available in large print, audiotape, disk or in another language upon request. Please telephone 01273 484141 or email lewesdc@lewes.gov.uk

这份通告文件另外還製成大字印刷版本，或是錄音帶或錄音磁碟，也有另外一種語言的版本；如果您有需要，請通知我們，我們就會為您提供特別版本。聯絡方式：
電話：01273 484141 或
電子郵件：lewesdc@lewes.gov.uk

“এই পুস্তিকা অনুরোধ করলে বড় মুদ্রণ, শ্রবণের টেপে বা ডিস্কে অথবা অন্য কোন ভাষায় পাওয়া যাবে। আমাদের **01273 484141** নম্বরে যোগাযোগ করুন বা ইমেইল করুন lewesdc@lewes.gov.uk-তে”

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