

Repair Responsibilities

North Kesteven District Council are responsible for maintaining the outside of a Tenants home and keeping the basic structure in good repair. Tenants are obliged under the terms of their tenancy agreement to tell North Kesteven District Council as soon as possible of any defects in the property.

See the table below for further guidance.

Whose responsibility is it?	North Kesteven	Tenant
1. Outside your home		
Communal Areas		
Communal internal areas such as lifts, stairways, halls and entrances, entry phones, laundries, stairway lighting and TV aerials	✓	
Roof		
Roof structure, covering, chimney, guttering, rainwater pipes and clips, fascia, soffit and bargeboards	✓	
External Walls		
External walls and rendering	✓	
Foundations	✓	
Windows		
Window frames and external sills	✓	
Glazing	✓	
Window catches and handles	✓	
Window vents	✓	
Doors		
External doors, frames and other boards, such as weatherboards	✓	
Repairing of faulty external door locks and hinges	✓	
Replacement, lost or additional door keys		✓
Door entry systems	✓	
Whose responsibility is it?	North Kesteven	Tenant

Annex J – Repair Responsibilities and Priority Guidelines

Door numbers, letter plates and letter boxes	✓	
Pipes and Drains		
Soil and vent pipes	✓	
Drains, gully surrounds and gully grids	✓	
Drain blockage if pipework not faulty	✓	
Gardens and Boundaries		
Boundary fencing, if installed by North Kesteven	✓	
Safety fencing, if installed by North Kesteven	✓	
Communal gardens and open areas	✓	
Gardens		✓
Front, side and rear gates, including ironmongery, if owned by North Kesteven	✓	
Paths, steps and other ways of access, if owned by North Kesteven	✓	
Communal washing lines and posts	✓	
Non-communal washing lines and posts		✓
Dustbins and household rubbish		✓
Garages and Outbuildings		
Garages and outbuildings, if owned by North Kesteven	✓	
Gaining Entry		
Gaining entry after loss of keys		✓
Gaining entry after loss of keys in designed elderly accommodation	✓	
Changing locks where the tenant is seen to be at risk or vulnerable (this is decided at the Council's judgement)	✓	✓
Fencing		
Repair and replace those fences to the front of a dwelling in like for like materials in keeping with surrounding properties.	✓	
Repair and/or replace fencing adjacent to a public footpath	✓	
Repair and/or replace where applicable dividing fences where a North Kesteven dwelling adjoins privately owned property in accordance with the title deeds when it is North Kesteven's responsibility to maintain such fence/s.	✓	
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The repair/and or replacement of dividing fences in sheltered accommodation.	✓	
Maintain existing dividing courtesy panels in accommodation designated for the elderly.	✓	
2. Inside Your Home		
Doors		
Internal doors, including frames, handles, hinges, locks, jambs and thresholds	✓	
Carpet strips		✓
Walls and Ceilings		
Ceilings (but not painting and decorating)	✓	
Internal walls	✓	
Plaster work and plaster air vents	✓	
Floors		
Skirting boards	✓	
Floors (but not coverings, such as carpets, vinyl floor tiles and laminate flooring)	✓	
Staircase		
Staircase, banisters and handrails	✓	
Bathroom		
Bath panels, if fitted by North Kesteven	✓	
Wooden airing cupboard panels, door frames and shelving	✓	
Internal pipework boxing, if fitted by North Kesteven	✓	
Kitchen		
Kitchen cupboards. Cupboards, which cannot be repaired will be replaced, but may not match the existing style	✓	
Cupboard drawers	✓	
Cupboard door catches, handles and drawer handles	✓	
Worktops	✓	
Cleaning of extractor filters to extractor fans, heat recovery units and cooker-hood fans		✓
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Electrical		
Electrical wiring, sockets and light fittings	✓	
Wired-in smoke alarms	✓	
Consumer unit	✓	
Electric storage heaters, if owned by North Kesteven	✓	
Electric meter and supply of electricity (Tenant and Utility Company)		✓
Immersion heaters, if owned by North Kesteven	✓	
Disconnection and reconnection of cookers		✓
Extractor fans, if owned by North Kesteven	✓	
Plumbing		
Water service pipes, overflow pipes and water tanks	✓	
Taps and stop taps	✓	
Shower trays, if fitted by North Kesteven	✓	
Electric shower units, if fitted by North Kesteven	✓	
Toilet flushing systems	✓	
Toilet seats in designated elderly accommodation	✓	
Toilet seats all other accommodation		✓
Plugs and chains		✓
Bath, hand basin and toilet	✓	
Seal to bath and sink unit	✓	
Bleeding radiators	✓	✓
Gas		
Gas pipework	✓	
Supply of gas and gas meter (Tenant and Utility Company)		✓
Gas fires, if fitted by North Kesteven	✓	
Gas warm air vents	✓	
Cleaning of gas warm air filters, if accessible on the front of unit		✓
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Radiators, valve, time clocks and thermostats	✓	
Disconnection and reconnection of cookers		✓
3. Home Security		
Extra door and window locks, if fitted by North Kesteven	✓	
Security chains and spyholes, if fitted by North Kesteven	✓	
4. Home Energy Efficiency		
Advice on Home Energy Efficiency: Either telephone the Lincolnshire Energy Efficiency Advice Centre's free number, telephone 0800 512012, or contact the Council Offices on 01529 414155		
Cavity wall insulation, if fitted by North Kesteven	✓	
Draught-proofing to external doors, if fitted by North Kesteven	✓	
Separate hot-water cylinder jackets	✓	
5. Deliberate Damage		
Any deliberate damage is the responsibility of the tenant and rechargeable		✓
6. Infestation		
Detailed information on pests can be found on the Council's website, www.n-kesteven.gov.uk		✓

A tenants obligations also include, changing domestic fuses, shower heads and other bathroom fittings such as cabinets, mirrors, towel rails, toilet roll holders and toilet seats, replacing washing lines (except where communal), adjusting cupboard door catches. Repairing or replacing damaged items through neglect or carelessness or misuse by them or members of their household or visitors.

Tenants are responsible for any fittings, appliances, or alterations supplied or carried out by themselves, including TV aerials, plumbing in washing machines and dishwashers, and adapting doors to accommodate carpets. When moving out of a property they must make sure that the property is clean, tidy, reasonably decorated and that all their unwanted belongings from the property and garden have been cleared, including the roof space as North Kesteven will charge for removing anything left behind.

Gas Safety

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If a tenant reports that they can smell gas they must be given the following advice:

- DON'T turn electric switches on or off
- DON'T smoke
- DON'T use naked flames
- DO turn off the gas supply at the meter
- DO open doors and windows to get rid of the gas

CALL GAS SAFE 0800 111 999 All calls will be recorded and may be monitored