

1. Outside your home		
Whose responsibility is it?	NKDC	Tenant
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 barge boards	✓	
Guttering clearing (report to Ian Williams Ltd if gutters need clearing)	✓	
Chimney and flue cleaning, where applicable		✓
External walls		
External walls and rendering	✓	
Foundations		
Foundations	✓	
Windows		
Window frames and external sills	✓	
Glazing - unless damaged by tenant	✓	
Window catches and handles	✓	
Window vents	✓	
Doors		
Outside doors, frames, and other boards, such as weather boards	✓	
Repairing faulty outside door locks and hinges	✓	
Replacement or additional door keys		✓
Door entry systems	✓	
Door numbers, letter plates and letter boxes	✓	
Pipes and drains		
Soil and vent pipes	✓	
Drains, gully surrounds and gully grids	✓	

Whose responsibility is it?	NKDC	Tenant
Gardens and boundaries		
Boundary fencing, if installed by North Kesteven District Council	✓	
Safety fencing, if installed by North Kesteven District Council	✓	
Communal gardens and open areas	✓	
Gardens	✓	✓
Front, side and rear gates, including ironmongery, if owned by North Kesteven District Council	✓	
Paths, steps and other ways of access, if owned by North Kesteven District Council	✓	
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 District Council	✓	
Gaining entry		
Gaining entry after loss of keys		✓
Gaining entry after loss of keys in designed elderly accommodation	✓	
Changing locks where the tenant is considered to be at risk or vulnerable (this will be a decision made at the council's discretion)	✓	✓

2. Inside your home

Whose responsibility is it?	NKDC	Tenant
Doors		
Internal doors, including frames, handles, hinges, locks, jambs and thresholds	✓	
Carpet strips		✓
Walls and Ceilings		
Ceilings (excluding 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)	✓	
The shaving of doors following carpet fittings		✓
Staircase		
Staircase, banisters and handrails	✓	
Bathroom		
Bath panels, if fitted by North Kesteven District Council	✓	
Wooden airing cupboard panels, door frames and shelving	✓	
Internal pipework boxing, if fitted by North Kesteven District Council	✓	
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 extractor filters to extractor fans, heat recovery units and cooker-hood fans		✓

Whose responsibility is it?	NKDC	Tenant
Electrical		
Electrical wiring, sockets, and light fittings	✓	
Wired-in smoke alarms	✓	
Fuse box	✓	
Electric storage heaters, if owned by North Kesteven District Council	✓	
Electric meter and supply of electricity (Tenant and Utility Company)		✓
Immersion heaters, if owned by North Kesteven District Council	✓	
Disconnection and reconnection of cookers		✓
Extractor fans, if owned by North Kesteven District Council	✓	
Plumbing		
Water service pipes, overflow pipes and water tanks	✓	
Taps and stop taps	✓	
Shower trays, if fitted by North Kesteven District Council	✓	
Electric shower units, if fitted by North Kesteven District Council	✓	
Toilet flushing systems	✓	
Toilet seats		✓
Plugs and chains		✓
Bath, hand basin and toilet - unless damaged by tenant	✓	
Seal to bath and sink unit	✓	
Bleeding of radiators	✓	
Gas		
Gas pipework	✓	
Supply of gas and gas meter (Tenant and Utility Company)		✓
Gas fires, if fitted by North Kesteven District Council	✓	
Gas warm air vents	✓	
Cleaning of gas warm air filters, if accessible on the front of unit		✓
Radiators, valve, timeclocks, and thermostats	✓	
Disconnection and reconnection of cookers		✓

3. Home Security

Extra door and window locks, if fitted by North Kesteven District Council



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** and request to speak to the Domestic Energy Officer

Cavity wall insulation, if fitted by North Kesteven District Council



Draught-proofing to external doors, if fitted by North Kesteven District Council



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 page 16 or the Council's website, www.n-kesteven.gov.uk



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