

## REPAIRS & MAINTENANCE

### TENANT AND LANDLORD RESPONSIBILITIES

The table below gives guidance on the responsibilities for repairs and maintenance, in accordance with our full Repairs and Maintenance Policy which you can download [here](#).

Before raising a repair request or undertaking any major repair yourself, please refer to your tenancy contract's terms and conditions. You can contact us via your 'My Inquilab' app to raise a question should you have a query around who is responsible for specific repairs and maintenance if not listed below.

Nature of Repair / Issue	Inquilab Responsibility	Resident Responsibility <small>(service charge dependent)</small>
<b>Communal and Shared Areas</b>		
Dustbins and the removal of household rubbish		✓
Shared areas such as lifts, stairs, rubbish chutes, and communal TV aerials	✓	
Replacement or extra key fobs for communal door entry systems		✓
Door entry systems for shared areas	✓	
Communal driveways, and shared driveways not always provided by Inquilab	✓ <sup>1*</sup>	
<b>Roof</b>		
Chimney and stacks	✓	
Roof structure and coverings	✓	
Guttering, rainwater pipes, and clips	✓	
Fascias, soffits and barge boards	✓	

Nature of Repair / Issue	Inquilab Responsibility	Resident Responsibility (service charge dependent)
<b>Walls and Canopies</b>		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors or windows	✓	
Foundations	✓	
Rendering to property	✓	
<b>Windows and Doors</b>		
Window frames, external cills if damage is fair wear and tear	✓	
Glazing where caused by criminal damage and reported to the Police		✓ 2*
Repairing of faulty window or door locks	✓ 3*	
Window ironmongery	✓	
Security chains and spy holes	✓ If fitted by Inquilab	✓ If fitted by resident
External doors, frames, other boards and threshold strips	✓	
External doors if the damaged was caused by fair wear and tear	✓	
External door locks and ironmongery if damage is fair wear and tear	✓	
Provision of additional door or window locks	✓	
New or replacement keys		✓

Nature of Repair / Issue	Inquilab Responsibility	Resident Responsibility (service charge dependent)
Locked out of a property		✓
<b>Pipes and Drains</b>		
Soil and vent pipes and clips	✓	
Clearing blocked gulley grids	Only for vulnerable residents	✓
Blocked gulley	Only for vulnerable residents	✓
Blocked drains – if affecting one property only	✓	
Blocked drains – affecting more than one property	✓	
Inspection chambers	✓	
<b>Gardens and Boundaries</b>		
Work carried out to gardens		✓
Garden walls if built by Inquilab	✓	
Front public boundary fencing and gates	✓	
Dividing and non-public boundary fencing and gates		✓
Paths steps and other means Of access provided by Inquilab	✓	
Washing lines and posts (except in communal areas or part of an independent living scheme)	Only for vulnerable residents	✓
Replacement or repairs to sheds provided by Inquilab on new build sites		✓
Replacement water butts provided by Inquilab on new build sites		✓

Nature of Repair / Issue	Inquilab Responsibility	Resident Responsibility (service charge dependent)
<b>Garages and Outbuildings</b>		
Garages or outbuildings if provided by Inquilab	✓	
Locked out of a garage		✓
Providing additional keys to garages		✓
<b>Windows</b>		
Internal timber, uPVC or tile window sill (unless affected by rot or woodworm)		✓
Skirting boards, picture rails, battens (unless affected by rot or woodworm)		✓
<b>Doors and Walls</b>		
Internal doors, ironmongery and threshold strips	Only for vulnerable residents if repairs are assessed as fair wear and tear	✓
Structural walls inside a property	✓	
Major plaster repairs	✓	
Minor repairs to plasterwork for example small holes and cracks		✓
Wall tiles to match existing as closely as possible where damage due to fair wear and tear	✓	
<b>Floors</b>		
Concrete floors (not including floor tiles)	✓	
Vinyl fitted by Inquilab	Disabled wet rooms only	✓
Floor boards and joists but not including laminate flooring	✓	

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<b>Fireplaces</b>		
Fireplace and surround if fitted by Inquilab	✓ Unless gifted	If gifted
<b>Staircase</b>		
Staircase, banister and handrails	✓	
<b>Bathroom</b>		
Bath panels (replacement may not match existing suite)	Only if damaged by Inquilab whilst carrying out repairs	✓
Slatted shelving to airing cupboard	✓	
Internal pipe work boxing	Only if damaged by Inquilab whilst carrying out repairs	✓
<b>Kitchen</b>		
Kitchen Cupboards, drawers, door catches, hinges and handles where damage is not fair wear and tear		✓
Worktops where damage is not fair wear and tear. Replacement will not necessarily match existing		✓
<b>Electrical Items</b>		
Electrical wiring sockets and light fittings where fitted by Inquilab	✓	
Hard-wired smoke alarms	✓	
Plugs		✓
Electrical consumer units (fuse box)	✓	
Electric storage heaters – if installed by Inquilab	✓	
Electric fires – if installed by Inquilab	✓	

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Immersion heaters – if installed by Inquilab	✓	
Cookers – if installed by Inquilab	✓	
Extractor fans – if installed by Inquilab	✓	
Electric shower unit if fitted by Inquilab	✓	
<b>Plumbing</b>		
Water service pipes (from boundary to stop tap/SureStop) overflow pipes and water tanks	✓	
Blocked toilet, sinks, bath and hand basin waste pipes where the resident has previously tried to clear the blockage	✓	
Taps, stop taps SureStops and wheel valves	✓	
Sink units and wash hand basins where damage is not fair wear and tear		✓
Toilet flushing mechanism	✓	
Toilet seats – Inquilab will supply one on start of tenancy only	Only for vulnerable residents	✓
Bath or shower trays where supplied by Inquilab	✓	
Sink and bath plugs and chains		✓
Bath seals and two rows of splash back tiles	✓	
Kitchen sink seals and two rows of splash back tiles	✓	
Boxing in of new or existing pipe work if damaged caused by Inquilab	✓	

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<b>Gas</b>		
Gas pipe work inside the property	✓	
Supply of gas and gas meters		✓
Annual gas servicing of appliances	✓	
Gas fires – if supplied by Inquilab	✓	
Bleeding radiators (unless resident has a combination boiler or pressurised system installed)	Only for vulnerable residents	✓
Radiators for gas fires – if supplied by Inquilab	✓ 5*	
Gas water heaters	✓	
Radiator valves, time clocks and thermostats	✓	
Gas boilers	✓	
<b>Other Heating Sources</b>		
Air Source Heat Pumps	✓ 6*	
Heat Exchange Units	✓	
Solar Panels	✓ 7*	
Photovoltaic Panels	✓ 8*	
<b>Adaptations</b>		
Adaptations – fitted to a property by Inquilab	✓	

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Cookers – if installed by Inquilab in an adapted kitchen	✓	
Shower tray or seat if fitted by Inquilab	✓	
Adapted toilet seats if fitted by Inquilab	✓	
<b>Home Security</b>		
Additional window and door locks	Only for vulnerable residents	✓
Resident fitted systems (such as Ring)		✓
<b>Home Energy Efficiency</b>		
Hot water cylinder jackets (first provided by Inquilab)		✓
Low energy light bulbs		✓
Loft insulation	✓	
<b>Pest Control</b>		
Insects – internal or external		✓
Mice – internal or external		✓
Rats – internal and external to property		✓
Spiders		✓
Bees and Wasps		✓
Ants internal to property		✓



## Notes

- 1\* Driveways that are charged as part of the weekly rent will be maintained by Inquilab. Where permission has been granted for a driveway and this has been approved by Inquilab any repairing obligation on change of tenancy will fall to Inquilab. However where a driveway has been installed without permission Inquilab reserve the right to remove and recharge for making good the area or will recharge an appropriate amount for repairs carried out to shared driveways where remedial works have been unavoidable because of health and safety concerns.
- 2\* If following inspection it is found that the glass has been broken from inside of the property then the appropriate recharge will be raised. If it is found that the glass has been broken from the outside of the property then a recharge will not be raised unless it becomes apparent that the damage was caused by the resident, visitors or family of the resident.
- 3\* If following inspection of the lock foul play is suspected then following discussions with the resident a recharge will be raised.
- 4\* This is as defined in the Boundary Policy.
- 5\* Gas radiators will only be replaced if required by the regulations in force at the time. They will not be replaced for cosmetic reasons such as discolouration.
- 6\* When a new resident accepts a tenancy with a air Source Heat pump arrangements need to be made for a Manager to visit the resident to provide awareness on how to set and operate the system so that the resident can benefit from it working to maximum efficiency.
- 7\* Photovoltaic Panels work by converting direct sunlight into electric giving residents free electricity during the day. The panels require very little maintenance. They are self-cleaning but do benefit from an annual clean to ensure that they are working at optimum efficiency.

Once fitted on a property the manufacturers details should be left with the inverter as this includes shut down procedures should they ever be required. An electrician can check that the inverter is working correctly by doing a visual check.

- 8\* Solar Panels work by converting direct sunlight into heat giving residents free energy to heat hot water during the day. The panels require annual anti-freeze checks, this will be carried out by the association.