



## TENANT REPAIR GUIDE

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TYPE OF WORK	A/R	T/R	TYPE OF WORK	A/R	T/R
Additional locks, door chains and spy holes		*	Glazing (above 3 storeys)	*	
Airing cupboard		*	Glazing (other)		*
Bath	*		Hardstandings, outbuilding and garages (where provided by council)	*	
Bath panel		*	Internal decoration		*
Bath, shower tray and shower (where owned by council)	*		Internal staircase, banisters and handrails	*	
Battery operated smoke alarms		*	Internal walls, except for minor repairs to plasterwork	*	
Bleeding of radiators		*	Internal windows, including ironmongery		*
Blocked drains within the property (except where caused by faulty pipe work)		*	Kitchen cupboard replacement	*	
Boundary fences, walls, gates and pathways (where they are in a dangerous condition)	*		Light bulbs, other than in communal areas		*
Ceilings	*		Loose floor coverings and fitted carpets		*
Communal areas and services to flats, estates	*		New hot water cylinder jackets		*
Cupboard doors, catches, handles and hinges		*	Plugs and chains		*
Draught proofing of windows and doors (above 3 storeys)	*		Plugs and fuses		*
Draught proofing of windows and doors (other)		*	Repair, removal, disconnection of electrical equipment not owned by the council		*
Electrical equipment provided by the council	*		Roof, guttering, rain water goods, fascias, soffits	*	
Electricity wiring, sockets and light fittings	*		Seals and titles (where provided by the council)	*	
Electricity supply and meter		*	Sink unit	*	
External doors/ windows, including ironmongery	*		Soil pipes, drains and inspection chambers	*	
External walls, rendering, foundations, canopies over doors and windows	*		Sweeping chimneys		*
Fireplaces	*		Taps, stop taps and wheel valves	*	
Fuse box	*		Toilet flushing system	*	
Gaining entry by breaking in (note that any repairs required as a result of the break-in will also be your responsibility)		*	Toilet seat		*
Gardens		*	Wash hand basin	*	
Gas appliances owned by the council	*		Water service pipes, tanks and overflows	*	
Gas heating systems where owned by the council, including radiators, thermostats, time clocks and pipe work	*		Wired in smoke alarms	*	
Gas pipe work	*		Worktop replacement	*	
Gas supply and meter		*			
Gas water heaters	*				

**TO REPORT A FAULT OR TO CHECK REPAIR TIME**

**SEE THE OTHER SIDE**

**Note: \*A/R=Agent Responsibility . \*T/R=Tenant Responsibility**



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<b>MY PROBLEM</b>	<b>SHOULD BE REPAIRED WITHIN</b>
Total loss of electric power	1 day
Partial loss of electric power	3 days
Unsafe power or lighting socket, or electrical fitting	1 day
Total loss of water supply	1 day
Partial loss of water supply	3 days
Blocked flue to open fire or boiler	1 day
Total or partial loss of space or water heating	1 day
Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling-house) toilet plan	1 day
Toilet not flushing (where there is no other working toilet in the dwelling-house)	1 day
Blocked sink, bath or basin	3 days
Tap which cannot be turned	3 days
Leaking from water or heating pipe, tank or cistern	1 day
Leaking roof	7 days
Insecure external window, door or lock	1 day
Loose or detached banister or hand rail	3 days
Rotten timber flooring or stair tread	3 days
Door entry phone not working	7 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

<b>HOW DO I REPORT A REPAIR?</b>
<b>All repairs must be reported to Golden Care Estates FIRST:</b>
<b>Office Hours:</b>
<b>Monday- Friday 9:30am- 5:30pm</b>
<b>Phone us on:020 8553 0827 Email us on: goldencare@hotmail.co.uk</b>
<b>Golden Care Estates Out Of Hours Number 07985365145</b>
<b>Emergency Numbers:</b>
<b>If you smell Gas call:0800 111 999 Electricity:0800 096 9000</b>
<b>Water 08457820111</b>
<b>Heating problem 3 Star British Gas Cover: 08459500400 (quote your membership number)</b>