

Repair Responsibilities – Tenant or Landlord?

It's important to remember that any improvements or alterations you have made to your home must be maintained and repaired by you. Nobody likes anything to break but unfortunately they do on occasion. To help you establish who is responsible for what, we have compiled the below table.

A simple rule (with some exceptions, of course) is: if the landlord provided it, he/she maintains it.

This doesn't exclude the fact that everything should be looked after as if it were your own. If damage has occurred through lack of care, the landlord will likely want to recover damage costs from you.

Type of Repair	Landlord	Tenant	Notes and exceptions
BATHROOMS			
Blocked basin, bath, shower, toilet	✓		Unless caused by putting inappropriate items down the waste
Tap will not turn off	✓		
Replacement tap	✓		
Loose fitting tap	✓		
Replace tap washer	✓		
Refix wash hand basin brackets	✓		
Refix bathroom tiles	✓		
Refix bath panel and framework	✓		
Replace, basin, bath, shower	✓		Breakages are tenant's responsibility
Plugs, chains and cleaning		✓	
Descaling showerhead		✓	
Shower curtain		✓	
Toilet bowls	✓		
Toilet seats		✓	
Extractor fans	✓		Unless installed by tenant
CEILINGS			
Ceilings	✓		
Loft hatches	✓		
Plasterwork	✓		
BOILERS & CENTRAL HEATING			
Repairs to boiler and pipework	✓		
Rectify central heating not working	✓		
CHIMNEYS			
Make safe dangerous chimney	✓		
Repair to chimney pot or cowl	✓		
Repair chimney stack	✓		
Chimney sweeping	✓		
CURTAINS			
Curtain rails and battens	✓		

Type of Repair	Landlord	Tenant	Notes and exceptions
Blinds, blind fittings and cords	✓		
Cleaning of curtains		✓	
DECORATION			
Internal decorations, including after repair and minor cracks in plaster	✓		
Plastering	✓		
Filling small holes or cracks less than 5mm wide in walls or ceilings	✓		
Decorative coatings to walls (artex)	✓		
External decoration	✓		
Picture hooks/holes		✓	
Repainting end of tenancy		✓	If agreed that decoration can be carried out
DOORS			
Make safe back or front door	✓		
Gain access		✓	
Repair or replace locks to doors	✓		Lost keys are the tenant's responsibility
Doors into the property and frames	✓		If the repair is due to vandalism or burglary, a crime number from the Police is needed
Porches	✓		Unless fitted by tenant
Repairs to door steps	✓		
Repairs to garage doors	✓		
External door numbers, letter boxes and plates, door knockers and bells	✓		
Repairs to internal doors	✓		Unless non standard doors fitted by tenant
Internal cupboard door handles and catches (other than kitchen units), wardrobe handles and catches	✓		
Door entry systems (communal properties)	✓		
DRAINS			
Blocked drains	✓		Unless blockage has been caused by inappropriate disposals such as nappies, food waste and fat, sanitary products
Manhole covers and frames	✓		
ELECTRICS			
Loss of electricity or lights	✓		Unless due to power cut
Water penetrating electrics	✓		
Dangerous or exposed wires	✓		
Electric heating repair	✓		
Repair or renew fuse box	✓		
Communal hallway lights	✓		
Electrical plugs and fuses from tenant's own appliances		✓	
Smoke detectors		✓	Provided by landlord – tenant responsible for testing and replacing batteries
Electrical wiring, switches and sockets	✓		Additional sockets may be recharged
Light bulbs		✓	Unless in communal area

Type of Repair	Landlord	Tenant	Notes and exceptions
Strip lights		✓	
Fuses		✓	
Resetting fuse or trip switch		✓	
Electricity supply / meter, power cuts		✓	
FIREPLACES			
Fire grates and other parts	✓		
Tiled surrounds	✓		
Smoke problems	✓		
FLOORS			
Floorboards	✓		
Floor tiles	✓		
Floor coverings	✓		Includes vinyl, carpets and laminates
Replace defective flooring	✓		
Repair/replace skirting boards	✓		
GARAGES			
Garage doors and locks	✓		Lost keys are the tenant's responsibility
Defective roofs	✓		
Lights in garage		✓	
GARDENS AND EXTERNAL AREAS (see also Garages, Outhouses and Sheds)			
Garden		✓	Except communal gardens
Paths and Driveways	✓		Except paths and driveways tenants construct
External/garden taps		✓	
Fences	✓		
Garden walls	✓		
Garden gates, gate catches and locks	✓		
Water butts		✓	Unless part of original rain water drainage for the property
Manhole covers and frames	✓		
Clothes lines, posts and rotary dryers		✓	Unless in communal area
Parking areas (communal)	✓		
GAS			
Gas escapes – report immediately to National Grid		✓	National Grid emergency number: 0800 111 999
Gas cookers, connection pipes	✓		
Central heating and water heating	✓		
Annual gas safety check	✓		
Gas fire renewal		✓	Work must be carried out by Gas Safe registered contractor
Carbon monoxide detectors		✓	Supplied by landlord – tenant tests and replaces batteries as required
GUTTERS AND DOWNPIPES			
Clear blocked gutter	✓		
Replace broken gutter	✓		
Remake leaking gutter joints	✓		
Downpipes	✓		
Fascia boards and soffits	✓		
KITCHENS			
Blocked sink	✓		Unless caused by putting inappropriate items down the waste, e.g. food waste and fat

Type of Repair	Landlord	Tenant	Notes and exceptions
Tap will not turn off	✓		
Replacement tap	✓		
Loose fitting tap	✓		
Replace tap washer	✓		
Repairs to sink	✓		
Refix tiles	✓		
Plugs, chains and cleaning		✓	
Gas cookers and connection pipes	✓		
Electric cookers, cooker point and fitting	✓		
Kitchen appliances such as fridges and dishwashers	✓		
Plumbing in and connecting your own appliances		✓	
Kitchen units	✓		Unless fitted by tenant or unless damage is caused by misuse
Worktops	✓		Unless fitted by tenant or unless damage is caused by misuse
Extractor fans	✓		Unless installed by tenant
LOCKS			
Gain access		✓	
Front or back door not secure	✓		
External door locks faulty	✓		
Locks external, general	✓		Lost keys are the tenant's responsibility
OUTHOUSES/SHEDS			
Wooden sheds		✓	
Repairs to independent structures	✓		
Greenhouses		✓	
PIPES			
Burst pipe - internal	✓		
Burst pipe - external	✓		
Leaking soil pipe	✓		
Loose fitting pipes	✓		
Water hammer	✓		
Refix rainwater pipe	✓		
Refix shoe to rainwater pipe	✓		
Replace sections of vent pipes	✓		
Overflow pipes	✓		
Airlocks	✓		
ROOFS			
Slipped tiles	✓		
Make safe after storm damage	✓		
Major roof repairs	✓		
Rain penetration	✓		
Refix or replace loose or cracked tiles or slates	✓		
Defects to garage roof	✓		
Repairs to flashings	✓		
Rebed and repoint joints to ridge tiles	✓		
STAIRS AND LIFTS			
Lifts not working	✓		

Type of Repair	Landlord	Tenant	Notes and exceptions
Repair bannister rail	✓		
Repairs to staircase	✓		
Steps to front or back doors	✓		
TAPS			
Tap will not turn off	✓		
Other repairs to taps	✓		
Replace tap washer	✓		
TILES			
Wall, floor, fireplaces etc.	✓		
TV AND TELEPHONE FITTINGS			
TV aerials, satellite dishes		✓	Unless blocks of flats with a communal aerial *
TV Socket	✓		
Telephone extension points and cables	✓		
WALLS			
Dangerous walls, make safe	✓		
External brickwork including pointing	✓		
Foundations	✓		
Damp-proof course	✓		
External rendering	✓		
Internal plasterwork	✓		
Shelving	✓		Unless fitted by tenant
WATER (see also bathrooms, kitchens, drains, pipes, boilers, immersion heaters)			
Burst pipe – external	✓		
Burst pipe – internal	✓		
Burst tank	✓		
No water – total	✓		
Continuous overflow	✓		
Minor leaks – internal	✓		
Immersion heater	✓		
Rain penetration	✓		
Faulty stop cock/valve	✓		
Air locks or water hammer	✓		
Rainwater pipe	✓		
Ball valve	✓		
Insulation – cylinder/pipe	✓		
Repairs to hot and cold water tanks and pipes	✓		
WINDOWS			
Window fittings (including catches)	✓		
Window frames	✓		
Window sills	✓		
Broken glass		✓	Unless a crime reference number is obtained

If the problem with your TV reception is found to be as a result of the TV receiver requiring tuning/adjusting, a recharge for the engineer's visit may be made.

Contact us...

by telephone: 0300 300 8600

by email: lettings@centralbedfordshire.gov.uk