

## Repair Responsibilities: Social Rent Tenants (including Care and Support)

	Responsibility	Exceptions
External areas		
Boundary / dividing walls and fences of individual gardens	Peabody will repair or replace	Only walls and fences that belong to Peabody
CCTV	Peabody will repair or replace	· casee,
Chimney and flue repairs	Peabody will repair or replace	
Damage following a forced entry by Peabody or		
emergency services	Peabody will repair or replace	As long as a crime reference number is
Damaged caused following a break in  External walls e.g. brickwork, rendering, cladding	Peabody will repair or replace	provided
and porches	Peabody will repair or replace	
Free standing individual outbuildings & sheds	Resident responsibility	Unless brick built or integrated as part of building
Garages	Peabody will repair or replace	
Glazing and frames to window or door	Peabody will repair or replace	
Individual balconies	Peabody will repair or replace	
Individual gardens, patios and trees	Resident responsibility	Except if tree is causing damage to other areas
Individual property aerials	Peabody will repair or replace	Only if installed by Peabody
Individual property external lighting	Peabody will repair or replace	Only if installed by Peabody
Individual property front path	Peabody will repair or replace	Only if causing health and safety risk
Individual property gates	Peabody will repair or replace	Only it dataling floater and safety flox
· · · · · ·		Unless confirmed as a health and safety
Individual rear patio areas	Resident responsibility	risk
Painting and making good of external areas	Peabody will repair and maintain	
Roof damage	Peabody will repair or replace	
Satellite dishes	Resident responsibility	Unless a Peabody communal satellite
Washing lines	Resident responsibility	
Internals		
Blinds on windows and doors in individual home	Resident responsibility	
Chimney Cleaning	Peabody will maintain	
Curtains & Curtain Rails	Resident responsibility	
Domestic Appliances (washing machine, cookers, dishwashers, fridges etc	Resident responsibility	
Fitted or free standing furniture	Resident responsibility	
<u> </u>		
Internal painting and wallpapering	Resident responsibility	
Light bulbs	Resident responsibility	
Light fittings	Peabody will repair or replace	
Lofts	Peabody will repair or replace	Cracks to plastering only if the width of a
Plastering	Peabody will repair or replace	£1 coin
Shelves, hooks and rails	Resident responsibility	
Skirting boards	Peabody will repair or replace	
Smoke Detectors	Peabody will repair or replace	Batteries to be replaced by resident
Stairs and bannisters	Peabody will repair or replace	
Bathroom		
Bath Panels	Peabody will repair or replace	
Bath, sinks and taps i.e. leaks and dripping	Peabody will repair or replace	Unless fitted by resident
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## Repair Responsibilities: Social Rent Tenants (including Care and Support)

Communal washing and rotary lines	Peabody will repair or replace	
Lifts	Peabody will repair or replace	
Ventilation for the Home		
Condensation and mould	Peabody will repair or replace	Unless caused by resident lifestyle
Damp caused by building defects i.e. rising damp, damp proof course failure	Peabody will repair or replace	
Individual extraction systems i.e. MEV / MVHR	Peabody will repair or replace	
Doors		
Door bells	Peabody will repair or replace	Unless installed by resident
Individual door key (lost or stolen)	Resident responsibility	
Individual front doors, locks, handles & draught excluders	Peabody will repair or replace	
Internal door draught excluders	Resident responsibility	
Internal door glazing	Peabody will repair or replace	
Internal doors, locks and handles	Resident responsibility	
Internal fire doors, locks and handles	Peabody will repair or replace	
Electrical		
Electric switches and sockets	Peabody will repair or replace	
Electrical internal wiring and boards	Peabody will repair or replace	
Electric Meters	Resident responsibility	
Flooring		
Floor boards	Peabody will repair or replace	
Flooring in kitchen and bathroom	Peabody will repair or replace	standard safety flooring only
Flooring installed by resident i.e. laminate or floor tiles	Resident responsibility	
Flooring other rooms	Resident responsibility	
Water Ingress (Leaks)		
Plumbing leaks	Peabody will resolve	
Roof, rooftop gardens and guttering leaks	Peabody will repair or replace	
Waste and drainage leaks e.g. stack pipes and sewers	Peabody will repair or replace	
		Halana and harman and a factor of
Waste blockages after resident has tried to resolve	Peabody will repair or replace	Unless caused by communal pipework
	Peabody will repair or replace  Peabody will repair or replace	Unless caused by communal pipework
resolve Window, door & sill leaks	•	Uniess caused by communal pipework
resolve	•	Unless caused by communal pipework  Except Bedbugs only treated if in more than one home