

Repair	EXISTING Chesterfield Borough Council	PROPOSED Chesterfield Borough Council	Change to existing proposed	Notes
<b>Note: all Council Repairs assume fair wear &amp; tear and NOT malicious damage or misuse</b>				
<b>General and miscellaneous</b>				
Repairing damage caused by Tenant, occupant or visitor to property	recharged to Tenant	recharged to Tenant		
Items fitted by a previous Tenant and accepted by Tenant on taking over the tenancy	Tenant	Tenant		
Cleaning or decorating the interior of property to restore it to acceptable state	Tenant	Tenant		
Reinstating wall and ceiling finishes where the Tenant has applied additional finishes	Tenant	Tenant		
Plumbing of washing machines	Tenant	Tenant		
Waste blockages of washing machines	Tenant	Tenant		
Connection of cooker	Tenant	Tenant		
Domestic appliances (unless supplied by the Council and not gifted to the Tenant)	Tenant	Tenant		
Fixtures and fittings	Tenant	Tenant		
Flooding - as a result of natural causes.	Council	Council		
Infestations (of any kind, to include, mice, cockroaches and bed bugs)	Council	Tenant	✓	Assuming that the infestation was not in the property when it was let, then the infestation will be the Council's responsibility or is the result of a repair which is the Council's responsibility, e.g. a broken drain. Chares will be in accordance with Council's standard Fees and Charges.
<b>Adaptations</b>				
Stair lift broken	Council	Council		
Shower seat loose or broken	Council	Council		
Hand or grab rail to bathroom/shower room loose or broken	Council	Council		
Sealed bathroom flooring is damaged	Council	Council		
Hand or grab rail to external door loose or broken	Council	Council		
<b>Aerials, satellite dishes and TV outlets</b>				
Communal TV aerial is not working properly	Council	Council		
Putting up TV or radio aerials, or satellite dishes, on the outside of the property	Tenant	Tenant		
Loose aerials and satellite dishes	Tenant	Tenant		
TV aerials, sockets, and cabling	Tenant	Tenant		
TV outlet is damaged beyond repair	Council	Tenant	✓	
TV outlet is not working properly	Council	Tenant	✓	
<b>Baths, sinks, basins, showers and toilets</b>				
Trying to clear blocked baths, basins, sinks, toilets and drains	Council	Tenant	✓	assuming blockage can be cleared with plunger or suitable cleaning agent, and not taking the trap etc. to pieces, or removing other fittings to access the drain / blockage
Cleaning and removing limescale from baths, sinks, basins, taps and showerheads	Tenant	Tenant		
Keeping waste pipes clear and removing any blockages that happen	Council	Tenant	✓	assuming blockage can be cleared with plunger or suitable cleaning agent, and not taking the trap etc. to pieces, or removing other fittings to access the drain / blockage
Replacing plugs and chains to baths, basins and sinks	Council	Tenant	✓	
Repairing Tenant installed items (for example, shower, extra tiles.)	Tenant	Tenant		
Renewing wall tiles and seals around baths, basins, sinks and showers	Council	Council		
Tap washer replacement	Council	Council		
<b>Basins and sinks</b>				
Trap to sink/basin damaged	Council	recharged to Tenant	✓	Assuming that the trap has been maliciously damaged or misused, but not if the trap has failed due to age or product failure

Waste to sink/basin is leaking	Council	Council		
Waste to skin/basin is blocked	Council	Tenant	✓	assuming blockage can be cleared with plunger or suitable cleaning agent, and not taking the trap etc. to pieces, or removing other fittings to access the drain / blockage
Sealant around sink/basin and wall/water seepage	Council	Council		
Chrome waste fitting to sink/basin damaged	Council	Council		
Basin is loose	Council	Council		
Pedestal to basin is cracked or damaged	Council	Council		
Sink top loose	Council	Council		
Cracked washbasin due to object dropped in it	recharged to Tenant	recharged to Tenant		
Blocked sink wastepipe due to hot fat/misuse	recharged to Tenant	recharged to Tenant		
<b>Baths and showers</b>				
Bath is blocked	Council	recharged to Tenant	✓	Tenant would be expected to try to clear with plunger
Trap to bath is damaged	Council	Council		
Water leaking under bath	Council	Council		
Chrome waste fitting to bath is damaged	Council	Council		
Sealant around bath/water seeping between shower and wall	Council	Council		
Bath is loose	Council	Council		
Bath panel is loose	Council	Council		
<b>Showers</b>				
Electric shower not working properly	Council	Council		
Sealant around shower/water seeping between shower and wall	Council	Council		
Shower head blocked or damaged	Council	Tenant	✓	
Hose is damaged	Council	Tenant	✓	
Mixing valve is not working properly	Council	Council		
Sliding shower holder is damaged	Council	Tenant	✓	
Shower tray and waste damaged	Council	recharged to Tenant	✓	
Shower curtain rail is broken	Council	Tenant	✓	
Shower curtain rail is loose	Council	Tenant	✓	
Shower curtain is damaged or missing	Council	recharged to Tenant	✓	to ensure that shower curtain in place & can be used (avoiding consequential damage)
Shower waste is blocked	Council	Tenant	✓	assuming blockage can be cleared with plunger or suitable cleaning agent, and not taking the trap etc. to pieces, or removing other fittings to access the drain / blockage
Shower cord is broken	Council	Tenant	✓	from joint in cord (above joint - Council responsibility - new switch)
Shower over bath (fitted by Tenant)	Tenant	Tenant		
<b>Toilets</b>				
Taking action to prevent toilet from becoming blocked and try to clear if it does become blocked	Tenant	Tenant		
Replacing flush chains and handles	Tenant	Tenant		
Cleaning and removing limescale from toilet pans	Tenant	Tenant		
Repairs to cistern, overflow and flush system	Council	Council		
WC seat	Council	Tenant	✓	
Toilet pan blocked	Council	recharged to Tenant	✓	pan blocked only, not blockage further into drainage system, and assuming blockage can be cleared with plunger or suitable cleaning agent, and not taking the trap etc. to pieces, or removing other fittings to access the drain / blockage
Blocked toilet due to nappy, toy, etc.	recharged to Tenant	recharged to Tenant		
Toilet leaking or loose	Council	Council		
<b>Communal areas and door entry</b>				
Keeping all shared areas tidy, safe and free of obstructions	Tenant	Tenant		
Replacing lost or stolen keys or fobs to common entrance doors	Council	recharged to tenant	✓	
External door entry buzzer is not working	Council	Council		

<b>Doors and windows</b>				
Replacing broken or cracked glass in any inside or outside door or window	recharged to Tenant	recharged to Tenant		
Re-glazing of window due to Tenant damage	recharged to Tenant	recharged to Tenant		
Re-glazing of glass panel in door due to Tenant damage/wind slam	recharged to Tenant	recharged to Tenant		
Boarding of window	Council	Council		
Condensation between double-glazed units	Council	Council		
Silicone around frame, rubber draught seal or beading is missing or damaged	Council	Council		
PVCu sash will not open or close properly	Council	Council		
Handle or handle wedge missing or broken	Council	Council		
Window lock key is missing	Council	Council		
Trickle vent is damaged	Council	Council		
Hinge is damaged or hinge defender needs lubricating	Council	Council		
Window restrictor is damaged or missing	Council	Council		
Window catches and sash cords	Council	Council		
<b>Doors, locks and door closers</b>				
Perko closer is damaged beyond repair	Council	Council		
Door closer is not working properly	Council	Council		
Heavy duty closer is damaged beyond repair	Council	Council		
Panic bolt is damaged beyond repair	Council	Council		
Panic bolt is not working properly	Council	Council		
Door will not open or close properly	Council	Council		
Fire door is damaged beyond repair	Council	Council		
Padlocks, bolts, limiters and viewers damaged or missing	Council	Council		
Lock or latch is not working properly	Council	Council		
Lock or latch is missing or damaged	Council	Council		
<b>Doors - locks, access and boarding</b>				
Replacing keys or locks when keys are lost, stolen, or Tenant gets locked out	Tenant	Tenant		
Access or lock replacement due to lost keys or deliberate damage to lock	recharged to Tenant	recharged to Tenant		
Repair/replacement of lock to external door due to normal wear and tear	Council	Council		
Door and frame needs securing after forced entry	Council	Council		
PVCU door needs boarding	Council	Council		
Timber door needs boarding	Council	Council		
<b>Doors - external doors</b>				
Providing/replacing door knockers, bells, security chains, letter plates or numbers	Council	see below		see two items below
Providing/replacing security chains, letter plates or numbers	Council	Council		
Providing/replacing door knockers / bells	Council	Tenant	✓	previously fitted by tenant with permission
Timber door will not open or close properly	Council	Council		

Weatherboard is damaged or missing	Council	Council		
Weatherboard is loose	Council	Council		
External frame is loose	Council	Council		
Frame needs repair after forced entry	Council	Council		
Water is seeping between the frame	Council	Council		
Draughts around external door	Council	Council		
Threshold is loose	Council	Council		
Steel door will not open or close properly	Council	Council		
Aluminium door will not open or close properly	Council	Council		
<b>Doors - internal</b>				
Replacing locks, handles and latches on internal doors	Council	Council		
Oiling hinges and locks, and adjusting doors for new carpets	Council	Tenant	✓	
Frame is loose	Council	Council		
Section of frame is damaged	Council	Council		
Door stop is loose	Council	Council		
Door stop is damaged or missing	Council	Council		
Architrave is loose	Council	Council		
Threshold is loose	Council	Council		
Door needs repairing	Council	Council		
Door will not open or close properly	Council	Council		
Internal door is damaged beyond repair	Council	Council		
<b>Drains and gutters</b>				
Keeping wastes, gullies and drains clear to prevent them from becoming blocked	Tenant	Tenant		
Clearing blockages in own washing machine, dishwasher or tumble dryer	Tenant	Tenant		
Concrete surround to manhole is damaged	Council	Council		
Manhole cover or frame is loose	Council	Council		
Manhole cover is damaged or missing (heavy duty)	Council	Council		
Manhole cover is damaged or missing (light duty)	Council	Council		
Manhole is blocked	Council	Council		
Drain needs jet cleaning	Council	Council		
Drain needs rod cleaning	Council	Council		
Gulley surround is damaged	Council	Council		
Gulley is blocked	Council	Council		
Soil pipe is leaking at PVCu joint	Council	Council		
Soil pipe is loose	Council	Council		
Soil pipe is blocked	Council	Council		
<b>Electrics</b>				
Resetting trip switches and, if necessary, turning off the mains supply	Council	Tenant	✓	
Resetting the circuit breakers on the consumer unit	Council	Tenant	✓	
Replacing fluorescent tubes and starters	Council	Tenant	✓	
Lightbulbs, plugs and fuses	Council	Tenant	✓	
Replacement of re-wireable fuses in the main fuse box	Council	Council		
Replacing door bells, or fitting one if we have not fitted one	Council	Tenant	✓	

<b>Smoke alarms and carbon monoxide detectors</b>				
Testing and cleaning your smoke detector	Council	Council		
Replacing batteries in smoke alarm and carbon monoxide detectors	Tenant	Tenant		
Maintenance/repair to battery smoke alarm or carbon monoxide detector	Council	Council		
Maintenance/repair to hard wired smoke alarm or carbon monoxide detector	Council	Council		
<b>Sockets and power</b>				
Single socket is loose, faulty or damaged	Council	Council		
Double socket is loose, faulty or damaged	Council	Council		
MCB consumer box is loose, faulty or damaged	Council	Council		
Fused spur is damaged	Council	Council		
Cooker control unit is not working properly	Council	Council		
Water has leaked onto electrics	Council	Council		
Total loss of electric power	Council	Council		
Telephone points		Tenant	✓	Tenant should contact their phone provider
<b>Communal and external lighting</b>				
Lamp to bulkhead is not working	Council	Council		
Diffuser to bulkhead is damaged or missing	Council	Council		
Bulkhead fitting is damaged beyond repair	Council	Council		
Light fitting is loose	Council	Council		
Total loss of electric lighting	Council	Council		
Fault in lighting circuit	Council	Council		
2D light fitting is not working	Council	Council		
<b>Domestic lighting</b>				
Batten holder is damaged	Council	recharged to tenant	✓	
Lampholder is damaged	Council	recharged to tenant	✓	
Ceiling pull switch is damaged	Council	recharged to tenant	✓	
Cord to ceiling pull switch is damaged	Council	Tenant	✓	from joint in cord (above joint - Council responsibility - new switch)
Any light fitting is loose	Council	Council		
Total loss of electric lighting	Council	Council		
Fault in lighting circuit	Council	Council		
Water has leaked onto electrics	Council	Council		
Single switch is damaged	Council	recharged to tenant	✓	) unless through normal wear & tear,
Double switch is damaged	Council	recharged to tenant	✓	) where replacement would become
Triple switch is damaged	Council	recharged to tenant	✓	) the Council's responsibility.
Fluorescent fitting is not working properly	Council	Council		
Diffuser to single/double fluorescent fitting is damaged or missing	Council	Council		
Replacing light bulbs, fluorescent tubes and starters	Tenant	Tenant		
<b>Extractor fans</b>				
Extractor fan not working properly	Council	Council		
<b>Floors, walls and ceilings</b>				
<b>Floor and wall tiles</b>				
Quarry tiles are loose	Council	Council		
Vinyl tiles are loose	Council	Council		
Tiles to fire surround are loose	Council	Council		
Tiles to fire surround are damaged or missing	Council	Recharged to tenant	✓	
Grouting is damaged	Council	Council		

Wall tiles are loose	Council	Council		
Wall tiles are damaged	Council	Recharged to tenant	✓	
Floor boards	Council	Council		
Repairing any floor covering (except that fitted as part of an adaptation)	Tenant	Tenant		
<b>Floors, walls and ceiling repairs</b>				
Internal decoration	Tenant	Tenant		
Minor decorative cracks	Tenant	Tenant		
Skirting board is loose	Council	Council		
Skirting board is damaged	Council	recharged to tenant	✓	Unless through normal wear & tear - then this would become the Council's responsibility
Floorboards or floor panels are loose	Council	Council		
Floorboards or floor panels are damaged	Council	recharged to tenant	✓	Unless through normal wear & tear - then this would become the Council's responsibility
Surface mould to wall	Council	Tenant	✓	Unless related to another repair issue that is the Council's responsibility
Treating walls for mould caused by condensation	Council	Tenant	✓	Unless related to another repair issue that is the Council's responsibility
Cracks in ceiling	Council	Tenant	✓	For minor cracks only. Large / wider cracks are the Council's responsibility
Plasterboard to ceiling is damaged	Council	Council		
PVC air vent grill is damaged	Council	Council		
Filling nail/screw holes in walls and ceilings	Tenant	Tenant		
Grouting wall tiles	Tenant	Tenant		
<b>Gutters and rainwater goods</b>				
Gutter is blocked, loose, leaking, has a bracket missing or is otherwise damaged	Council	Council		
Hopperhead blocked, damaged or missing	Council	Council		
Rainwater pipe is blocked, leaking, damaged or loose	Council	Council		
Rainwater shoe is damaged or missing	Council	Council		
<b>Heating and hot water</b>				
Electric fire, radiant heater, or storage heater is not working properly	Council	Council		
Gas fire not working properly, damaged or loose	Council	Council		
Smell of gas from any appliance	Council	Council		
Boiler noisy	Council	Council		
Boiler controls not working	Council	Council		
Repressurising combi boiler	Council	Tenant	✓	
Pilot light on boiler will not light	Council	Council		
Relighting the pilot light on boilers	Council	Tenant	✓	
No heating	Council	Council		
Radiator not working properly, not heating, damaged or leaking	Council	Council		
Radiator valves not working or damaged, or cap valve missing	Council	Council		



Replacing latches, bolts, catches, keys or locks to garage or shed doors, and on gates	Council	Council		
Clothes posts	Council	Council		
Washing lines (unless communal)	Tenant	Tenant		
Repairing any fencing, shed, garage, outbuilding or other garden features not originally provided by Council	Tenant	Tenant		
<b>Stairs and steps (internal)</b>				
Missing or damaged handrails, bannisters, balusters, newel posts, panels and rails	Council	Council		
Repairs to risers, treads, and winders	Council	Council		
<b>Tanks, pipework and valves</b>				
Valves damaged or leaking	Council	Council		
Stop tap damaged or leaking	Council	Council		
Tank leaking or constant drip into tank	Council	Council		
Pipe leaking or burst	Council	Council		
Banging noise from pipes	Council	Council		
Hot water discoloured	Council	Council		
Hot water pressure is low	Council	Council		
Underground burst	Council	Council		
Taking steps to prevent water in pipes and taps from freezing or bursting in cold weather by lagging any exposed pipes)	Council	Council		
Turning the water supply off at the stop tap if a water pipe bursts, or if you go away	Council	Tenant	✓	
External taps	Council	Tenant	✓	Tap fitted by tenant.
<b>Water services</b>				
Sink, basin and bath taps damaged or loose	Council	Council		
Low water pressure, water discoloured, or no water from tap	Council	Council		
Unable to turn tap	Council	Council		
No hot water from hot tap	Council	Council		
Mixer tap damaged	Council	Council		
Tap dripping or leaking	Council	Council		
<b>Garages</b>				
Lock is damaged	Council	recharged to Tenant	✓	
Lock is broken	Council	Council		
Gearing or mechanism is broken	Council	Council		
Up-and-over garage door is not opening or closing properly	Council	Council		
Tenant is locked out of garage	Tenant	Tenant		
<b>Gardens</b>				
Keeping the garden of the property tidy and in an acceptable condition	Tenant	Tenant		
Clearing an overgrown garden	recharged to Tenant	recharged to Tenant	✓	