

Customers' responsibilities for repairs to homes

Work needed	Customer responsibility?	Notes
Alterations or improvements you've done	✓	
Artexing	✓	We will repair the artex if a leak damages it
Bath, basin and sink plug and chain	✓	
Bath panels	✓	We will replace panels when replacing baths
Blinds	✓	
Bolts to front and back doors	✓	
Cat flap	✓	
Coat hooks	✓	
Condensation repairs	✓	
Coving	✓	We will repair the coving if a leak damages it
Clothes line or post	✓	
Curtain rails	✓	
Dishwasher installations	✓	
Door bells	✓	
Electrical socket movement	✓	
External TV aerial	✓	
Flooded garden	✓	
Flooring including carpets, laminate, tiling and lino	✓	
Garden tap	✓	
Gas cooker bayonet	✓	Bayonets must be fitted by registered engineers: visit www.gassaferegister.co.uk
Hat/coat rails	✓	
Internal locks	✓	
Internal meter boxing-in	✓	
Light bulbs	✓	
Light bulb starters	✓	
Light fittings	✓	We will repair faulty or dangerous batten lampholder ceiling roses
Loft insulation	✓	
Minor plastering of cracks and holes	✓	
Overgrown trees and hedges	✓	
Smoke alarm batteries	✓	
Tumble dryer outlets	✓	
Toilet seats	✓	
Window blinds and curtains	✓	