

Landlord responsibilities for repairs to customers' homes

Work needed	Landlord responsibility?	Notes
Basins	√	
Baths	√	
Boxing in pipework	√	
Catches on cupboards	√	
Chimney and flue sweeping (solid fuel)	√	Usually done as part of the annual service
Commercial properties	√	
Communal areas	√	
Damp	√	
Door entry system	√	
Drains	√	
External lighting - broken fittings	√	Lightbulbs are tenants' responsibility
External pipes	√	
Extractor fan repairs	√	
Fencing	√	
Fireplace repair or removal	√	
Flooded homes	√	
Floor repairs - to timber or concrete floors	√	
Foundation repairs	√	
Front and back door weather seals	√	
Garages and outhouses attached to properties	√	
Gas and electric from your meter	√	
Gutters	√	
Internal door repairs	√	
Kitchen units, worktops and tiles	√	
Letterbox	√	
Lifts and stairlifts	√	If installed by the landlord
Light switch/power faults	√	
Meters inside high rise blocks	√	
Outside doors - all external doors	√	
Path maintenance	√	
Roof repairs	√	
Shower repairs	√	
Sinks	√	
Smoke alarms	√	Customers are responsible for replacing alarm batteries
Solar panels and green energy units	√	
Stairways	√	
Toilets	√	
Wall repairs	√	
Washing machine taps and waste pipes	√	
Water services to and inside your home	√	
Window frames	√	

