

A close-up photograph of a hand in a green sleeve adjusting a chrome faucet handle. The faucet is mounted on a white sink. The background is blurred, showing a kitchen setting. A green banner with white text is overlaid on the image.

REPAIRS AND RESPONSIBILITIES

Freebridge
COMMUNITY HOUSING

Repair Responsibilities		
	FCH Responsibility	Your Responsibility
Kitchens, Bathrooms & Toilets	Kitchen work surfaces	Blocked toilet bowl, basin, sink, shower, or bath waste
	Kitchen sink unit	Broken plug and/or chain, including missing ones
	Kitchen cupboards, drawers & plinths	Appliances
	Loose, cracked or broken bathroom sink, toilet bowl or shower basin	Replacing toilet seats
	Leaking tap	Shower curtains
	Tap not turning off	Shower heads and hoses (non-electrical showers)
	Water leaking between sink, basin, bath, shower and wall	
	Electric shower not working	
	Shower heads and hoses for electrical showers	
	Faulty toilet cistern, including flush handle	
	FCH Responsibility	Your Responsibility
Doors & Windows	External Doors, hinges and faulty door lock mechanisms.	Replacing keys or locks, including if you cannot get in your home because you have lost your keys
	Water leaking between external door and frame	Adjusting doors to allow for new floor coverings
	Window frames, sash cords, window furniture and Sills	Doorbells, letterboxes, numbers or name plates
	Door entry system	Broken glass
	Fire door set	Internal doors, including hinges, handles & bolts (unless there is a health & safety risk)
	"Blown" glazing units	
	Architraves	
	FCH Responsibility	Your Responsibility
Electrics & Lighting	Electrical supply (unless outside of our control)	Power Failures (let us know as we may be able to help)
	Smoke Alarms, Heat Detectors, Carbon Monoxide Detectors	Replacing lightbulbs, fluorescent tubes, starters, motors, plugs and tripped fuses (except in communal areas).
	Sockets, outlets and switches	Appliances within the home
	Ventilation Systems	Providing additional electrical sockets

	Fuse box or consumer unit faults (excluding tripped fuses)	
	LED fittings in kitchens and bathrooms (inc bulb replacement)	
	Communal lighting	
	FCH Responsibility	Your Responsibility
Heating, Water & Drainage	Heating installations	Bleeding radiators
	Gas fire not working (if we cannot fix it and you have alternative heating, we will remove the fire)	Blocked gully or toilet waste, except where pipework is faulty
	Radiator not working	Blocked wastes
	Boiler faults	
	No heating and/or hot water	
	Water Heaters	
	Water Supply (unless outside our control)	
	Leaking / burst pipe	
	Water tank	
	Manhole cover loose or broken	
	Guttering, downpipes and drains	
	FCH Responsibility	Your Responsibility
Floors, Walls & Ceilings	Skirting boards	Decorating, including after any repairs you or we carry out
	Floorboards	Small or hairline cracks in plaster
	Brickwork	Floor coverings (unless nonslip to bathroom and kitchen)
	Wall tiles to bathroom, WCs and kitchen (if supplied & fitted by FCH)	
	Plaster and plasterboard (excluding minor cracks)	
	Handrails on stairs	
	Newel post, stair or tread	
	Non-slip flooring to kitchen & bathroom	
	foundations	
	Damp proofing	
	Loft Hatch	
	FCH Responsibility	Your Responsibility
Outside Your Home	Roof	TV aerials and satellite dishes, except communal services
	Chimney stack and flue	Garden maintenance including trees
	Roof tiles	Gates not bordering onto a public area

	Guttering	Fencing between properties (inc. privacy panels)
	Downpipes	Greenhouses, sheds & outbuildings
	Overflow pipes	Replacing keys or locks to garages
	Roof lights	
	Fascias and Soffits	
	Driveways	
	Gate opening onto a public area.	
	Fencing that border onto a public area.	
	Loose or broken step	
	Communal gardens	
	Main pathways (unless council responsibility)	
	Parking areas	
	Garage door	
	Roof leaks	
	FCH Responsibility	Your Responsibility
Communal Areas	Communal decoration	Keeping communal areas free of belongings
	Faulty phone entry system	Not dumping or dropping rubbish
	Damaged paths	
	Communal lighting faults	
	Communal bin store maintenance	
	Communal garden maintenance	
	FCH Responsibility	Your Responsibility
Pests	Pests in Communal Areas	Pests inside your home
	FCH Responsibility	Your Responsibility
Gas & Electric Safety	Gas leaks	Payment for gas and electrical checks for mutual exchanges
	Annual Gas Safety Check	
	5 yearly electrical installation inspection	
	Gas & Electrical checks for a mutual exchange (you will be charged for these)	
	FCH Responsibility	Your Responsibility
Damp & Mould	Clean and shield treatment	Following advice in damp, mould & condensation guidance leaflet
	Remedying cause(s) of damp and mould	