

YOUR RESPONSIBILITY



As a customer, you are responsible for looking after the following. We may charge you if you ask us to do this kind of work.

Fitting new electric showers (except adaptations)

Adjusting the height of a riser rail

Lost keys

Repairing things you have damaged

Replacing 3amp and 13amp appliance fuses

Gate repairs (except communal gates)

Installing loft boards

Installing your own gas cooker

Repairing loose wallpaper

Lost window keys

Installing and replacing shower curtains

Installing or repairing your own outdoor tap

Fitting carpet underlay

Shed repairs (if you own it)

Replacing diffusers (plastic light covers)

Painting window frame

Installing or repairing a night latch or deadbolt

Installing or repairing fences between properties

Changing or installing new radiators

Redecorating

Installing a security chain

Moving storage heaters or other appliances (at your request)

Installing or repairing your own washing machine or dishwasher

Tree cutting (unless in communal area)

Removing kitchen units to make room for your own appliances

Planing doors

Swapping a bath for a shower (or vice versa)

Installing, replacing or closing-off fireplaces

Pelmet installation or repair

Fitting or moving key safes (unless an approved adaptation)

Minor waste-pipe blockages

Removing asbestos materials that are customers' responsibility (such as garages)

Enclosing pipes

Gardening, including maintaining hedges and decking

Routine repressurising of boilers

Temporary heaters

Hanging mirrors and pictures

Bleeding radiators

Supplying sand bags

Boarding-up or installing a cat flap

Fixing plugs and chains in baths and sinks

Weather compensators (working correctly but no heating)

Painting hand rails

Installing or repairing curtain poles and batons

Line posts and rotary driers (non-communal)

Toilet seats

Rainwater butts

Gas supply problems

Clearing gullies and gutters

Plaster cracks

Adding a second stair rail (unless an adaptation)

Low mains water pressure

Installing or replacing your own electric cooker

Replacing shower head and hose

Replacing pull cords for bathroom switches

Changing light bulbs and starter motors