

## Repair Matrix

The following table is an illustrative guide as to who is responsible for the various types of repairs. It is not exhaustive but covers the vast majority of repairs. It sets out the repairs tenants are obliged to carry out and those that North Tyneside Homes is obliged to complete as the landlord.

### Repair Responsibilities

Tenants have a responsibility under their tenancy agreement to take care of their home. They are responsible for the cost of any repair resulting from wilful or negligent damage caused by them, their family, their visitors or pets, regardless of who is responsible to carry out the repair. They also have a responsibility to report in a timely manner, any repairs that are the obligation of the landlord to carry out, in order to prevent any further consequential damage.

This matrix should be considered in conjunction with further advice given in the 'Repairs Handbook'.

### Aids and adaptations

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Adaptations for disabled people as a result of recommendations by Social Services	x		

### Bathrooms

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Bath panels	x		
Wooden airing cupboard shelving	x		
Internal pipe work boxing, but only if where we fitted the pipe work	x		

### Ceilings

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Plaster ceilings	x		
Artex		x	Your tenancy agreement specifically prohibits the use of Artex or similar products as they may contain hazardous materials. To use such substances on

		surfaces within your council house is a breach of your tenancy and the Council may take action against you. The Council may insist on safely removing it and will charge you for the cost of doing so.
Patching Artex ceilings, following any access for repairs	x	
Minor repairs to plasterwork, such as cracks and small holes (under 50mm square)		x

**Decoration**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Internal decoration		x	
Hat and Coat rails		x	
Curtain battens		x	
Blinds		x	

**Doors**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Door bell		x	
Shared Door entry systems	x		
Door vents	x		(you must make sure these ventilation points are kept clear)
Adjustment to doors required after new carpets fitted		x	
External doors including ironmongery (including permanent outbuildings)	x		
External structures including doors fitted by tenants to outbuildings		x	
Gaining entry to the property (lock-in, lock-out, keys lost)		x	
Glazing		x	
Internal doors including ironmongery	x		

**Drains**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Drain blockage	x		Where a blockage occurs as a result of you placing inappropriate items down sinks and W.C.s the Council will recover the cost of any remedial work.
Drains and gulley surrounds	x		
Gulley grids	x		
Inspection chambers	x		
Keeping gulley grids clear		x	All reasonable steps should be taken by you to keep any gulley grid free of leaves and litter etc
Soil vent pipes, including clips	x		

**Electrical Items**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Battery-operated smoke alarms		x	Tenant responsibility for replacement batteries
Battery-operated carbon-monoxide detectors		x	Tenant responsibility for replacement batteries
Consumer unit (fuse box)	x		
Cooker, unless we supplied it		x	
Disconnecting and reconnecting your cooker, unless we supplied it		x	
Electric fires installed by the Council	x		
Electric storage heaters installed by the Council	x		
Electric meter and supply		x	These are the responsibility of the electric supplier. It is the tenants responsibility to report any fault to the supplier

Electric shower, unless we installed it		X	
Extractor fans	X		
Immersion heater	X		
Internal light bulbs and fluorescent tubes (except in communal areas)		X	
Electric plugs on appliances		X	
Hard wired smoke alarms	X		
Wiring, sockets, light fittings and switches	X		

### Emergency Repairs

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Responding to genuine emergencies out of hours	X		
Non-essential requests for repairs after hours. There will be a charge for non-essential or non-emergency repair work after hours.		X	

### Energy Efficiency

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Draught-proofing external doors (where we have fitted the door)	X		
Draught-proofing windows (where we have installed the windows)	X		
Hot water cylinder jackets	X		Replacement cylinder jackets necessary as a result of misuse are the tenants responsibility
Low energy light bulbs		X	

### External Items

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Maintenance of communal areas	X		You are responsible for proper use and not littering /

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			damaging the area
Boundary walls	x		
Boundary fences	x		
Clothes posts and / or hooks		x	
Communal areas, such as lifts and stairs	x		
Council owned garages and outbuildings	x		
Front, side and rear gates, including ironmongery (excluding locks)	x		
Garden maintenance		x	
Hardstandings and gates, if installed by us or permission was granted	x		All permission was granted by the Council
Outbuildings	x		
Paths	x		That are necessary for access to the property
Sheds (non permanent), including clearing them when you leave		x	

### Floors

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Concrete floors	x		
Floorboards and joists	x		
Laminate floors (lifting and relaying for repairs)		x	Tenant responsibility to lift and re-lay for repairs to be completed.
Loose floor coverings and fitted carpets		x	
Vinyl tiles we have fitted (we always try to match existing tiles where we can)	x		Floor tiles are not a substitute for tenants own floor covering. Vinyl tiles are provided for protective purposes only on concrete floors.

## Heating

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Annual servicing of boilers and fires	x		
Bleeding radiators		x	
Cooker	x		Only applies to the cookers provided by the Council
Disconnecting and reconnecting your cooker		x	
Gas meter and supply (excluding gas meter box doors)		x	These are the responsibility of the gas supplier. It is the tenants responsibility to report any fault to the supplier
Pipework	x		
Radiants for fires we have supplied	x		
Radiators, valves, time clocks and thermostats	x		

## Kitchen Items

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Cooker point, either a gas or electric point provided	x		Tenant responsible for providing alternative cooker point if they choose to change cookers.
Cupboard door catches, handles and hinges	x		
Cupboard drawers	x		
Kitchen cupboards (we will replace and try to match cupboards beyond repair)	x		
Worktops (we will replace and try to match worktops beyond repair)	x		

## Plumbing

Item	Who is responsible (Proposed)		Comments
	NTH	You	

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Bath	x		
Bleeding radiators		x	
Blocked sink, bath and hand basin waste pipes	x		
Blocked toilet,	x		if blockage is caused by misuse e.g. disposable nappies flushed down toilet, a recharge will be made to the tenant
Plugs and chains		x	
Plumbing for washing machine	x		Not including connections to machines
Taps, stop taps and wheel valves	x		
Removing and replacing radiators for decoration		x	
Seal to bath and sink unit	x		
Fitted Shower	x		Only where the Council fitted the shower
Sink unit	x		
Toilet flushing system	x		
Toilet seat and lid	x		The tenant is responsible for the replacement of the toilet seat if as a result of misuse.
Wash hand basin	x		

### Security

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Extra door or window locks (not to be fitted to PVCu doors)		x	
Security door chains and spyholes	x		

### Staircases

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Staircases, banisters and handrails	x		
Treads	x		

**Roofs**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Aerials (unless communal), satellite dishes, telephones, and removing cables before maintenance work and re-fixing afterwards		x	See note on installation of Satellite services
Chimney and chimney stacks	x		
Roof structure and coverings	x		
Guttering, rainwater pipes and clips	x		
Fascia, soffits and barge boards	x		

**Walls**

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Airbricks and air vents ( you must	x		
Artex or similar products. (Please contact us before working on Artex as it may contain asbestos.)		x	Your tenancy agreement specifically prohibits the use of Artex or similar products as they may contain hazardous materials. To use such substances on surfaces within your council house is a breach of your tenancy and the Council may take action against you. The Council may insist on safely removing it and will charge you for the cost of doing so.
Canopies over doors (unless you have fitted your own)	x		
External walls and rendering	x		
Foundations	x		
Internal walls	x		
Large plaster repairs	x		



Minor repairs to plasterwork, such as cracks and small holes (under 5cm <sup>2</sup> )		x	
Skirting boards	x		
Wall tiles and grouting (to match existing tiles as closely as possible)	x		

### Windows

Item	Who is responsible (Proposed)		Comments
	NTH	You	
Fitting, removing and adjusting blinds, including after replacement window work		x	
Frames and external sills	x		
Glazing		x	Tenant responsible for insuring home against criminal or accidental damage
Internal wooden, PVCu or tile window cills	x		
Ironmongery	x		
Keys to windows	x		Tenant responsible for replacing lost keys.
Vents	x		