

Doors	Us	You
Door bell		✓
Door entry system	✓	
Door chain		✓
Door name plate		✓
Property security, i.e. Door spy hole, door locks	✓	
Draught excluders	✓	
Letterbox	✓	
Communal close doors	✓	
Flat doors including glass	✓	
Keys lost		✓
Forced entry (can be recharged)		✓
Door frames, facing & skirting	✓	
Kitchen		
Cooker (unless provided by association)		
Cooker socket		
Filters for cooker hoods		✓
Kitchen units	✓	
Kitchen worktop	✓	
Sink bowl & drainer	✓	
White goods (unless provided by the association)		✓
Plumbing		
Blocked sink, WHB, bath or toilet	✓	
Domestic cold water supply	✓	
Internal/External pipes & drains	✓	
Downpipes & gutters	✓	
Hot water supply	✓	
Plug & chains	✓	
Tap washers	✓	
Damage to sinks or sanitary ware (can be recharged)		✓
Underground pipe burst	✓	
Heating		
Fires (where fitted by association)	✓	
Gas boilers	✓	
Radiators	✓	

Heating controls	✓	
Gas servicing	✓	
Windows		
Glass unless vandalism (can be recharged)		✓
Windows (frames, catches and handles)	✓	
Window cills	✓	
Electrical		
Extractor fans	✓	
Communal TV or satellite aerial	✓	
TV aerial socket	✓	
Individual TV or satellite aerial		✓
Light fittings (excluding table lamps etc)	✓	
Plugs (including fuses)		✓
Light bulbs & tubes		✓
Mains wired smoke alarms	✓	
Carbon monoxide detector (where installed by association)	✓	
Consumer unit	✓	
IEE safety inspections	✓	
Reset trip switch		✓
Bathroom		
Bath (unless tenant damage)	✓	
Shower (where fitted by association)	✓	
Shower curtains		✓
Toilet seat (unless wear and tear)		✓
W.C and wash hand basin (unless tenant damage)	✓	
Structure		
Roofs (including roof anchor inspection)	✓	
Ceilings	✓	
Floors	✓	
Roughcast & plastering	✓	
Stairs	✓	
Handrails	✓	
Walls (including plaster repairs)	✓	
Wood cladding	✓	
Grass cutting of individual gardens & common areas	✓	

Close cleaning	✓	
Tenants garden features and flowerbed maintenance		✓
Loft insulation	✓	
Cavity wall insulation	✓	
Tenants own security lighting		✓
Other		
Bin stores	✓	
Clothes poles	✓	
Fencing	✓	
Internal decoration		✓
External decoration	✓	
Pest infestation*	✓	✓
Carpets and personal belongings		✓
Insurance		
Home contents insurance		✓
Building insurance	✓	