

# Repairs In Your Home - Who is Responsible?

Rooftop are responsible for the long-term maintenance and repair of your home and ensuring that it is safe. But when you move into your home, you become responsible for keeping it in a reasonable condition and for some day-to-day maintenance issues. This includes insuring the contents of your home.

The tables below show what things in the home are our responsibility, and what are yours.

If a repair is a result of damage or behaviour by you or your guests, we may make the repair, but you will be charged. See our recharges policy and guidance for more information.

## Your Bathroom

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Bath, Toilet, Sink	Including taps, panels, shower cubicles and pedestals		✓
Unblocking	Unblocking any waste in the home (bath, sink, shower)	✓	
Fixtures & fittings	Bathroom cabinet, mirror, shower curtain and rail, toilet roll holder, toilet seat, bath chains & plugs	✓	
Silicone Sealant	Around baths, showers, toilets, sinks and windows		✓
Wall Tiles	Including shower cubicles and trays		✓
Flooring	Including tiles and lino	✓	
Extractor Fans	Customers are responsible for regular cleaning		✓
Aids & Adaptations	Throughout the home, including handrails, stair rails etc		✓

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### Your Kitchen

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Kitchen Units	Including tiles, worktops, kick boards, upstands and sink		✓
Appliances	All 'white goods', including the cooker, fridge, freezer etc. (including connection to the existing supplies)	✓	
Kitchen Plumbing	Connection and disconnection of washing machines, dishwashers and unblocking wastes	✓	

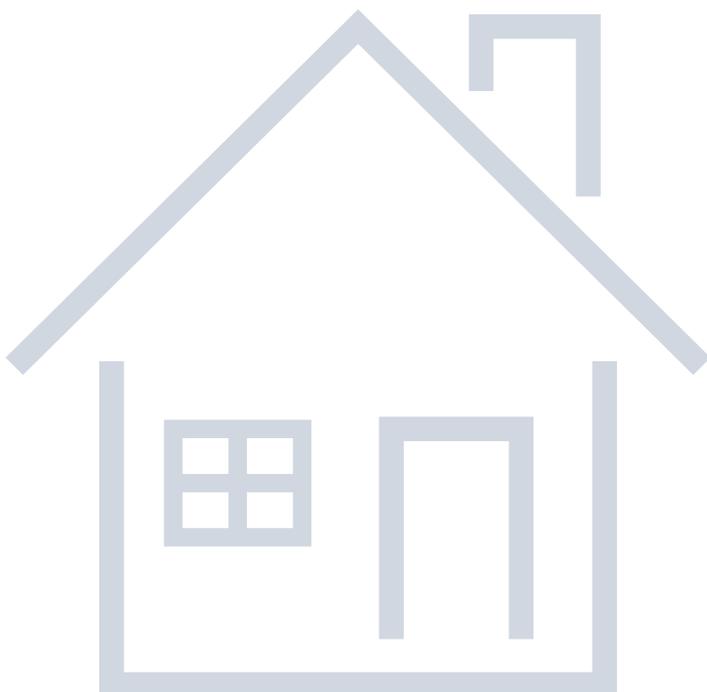
### Inside Your Home

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Internal decoration	Includes painting and wallpapering, filling small holes & patches up to 40cm <sup>2</sup> . Excludes plastering.	✓	
Flooring	All floor coverings, including trimming doors to fit	✓	
External doors	Any door that leads outside your home (front, patio etc.)		✓
Damaged locks, Keys & ironmongery	Including replacements for lost keys and lock repairs, door numbers and doorbells.	✓	
Internal doors	Doors inside your home, including trimming for flooring	✓	
Windows	Includes the frame, sill, hinges, locks, handles and misted double glazing		✓
Glazing	Broken or damaged units	✓	
Window coverings	Such as curtains, curtain poles and blinds	✓	
Skirting	Including door surrounds and architrave		✓
Light fittings	Except dimmer switches and light cords / light pulls		✓
Light bulbs	Including LED bulbs, fluorescent tubes and starters - except in supported living and older persons schemes	✓	

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### Outside Your Home

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Roofing	The roof structure, coverings, tiles and insulation		<input checked="" type="checkbox"/>
Chimneys	Including any cowls, covers, flashings and flues		<input checked="" type="checkbox"/>
Gutters & downpipes	Including surface and waste drainage		<input checked="" type="checkbox"/>
External decoration	For example: existing painting, pebble dash and cladding		<input checked="" type="checkbox"/>
Garage	Unless adopted by you		<input checked="" type="checkbox"/>
Porches	Except glazing		
Washing lines	Free standing, pole or fixed to a wall	<input checked="" type="checkbox"/>	
Communal areas	Flooring, decoration, doors, lighting, alarms etc		<input checked="" type="checkbox"/>
Pest control	In and around your home and garden	<input checked="" type="checkbox"/>	



## Repairs In Your Home - Who is Responsible?

### Utilities - Gas, Electric, Water and Heating

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Utility systems and connections	Including electrical circuits, gas pipework & connections, header tanks, mains water, plumbing, pipework and taps		✓
Sewerage & septic tanks	Mains drainage, sewerage and household septic tanks. If outside the property boundary these should be reported to your utility provider		✓
Heating systems	Including boilers, heat pumps, storage heaters, fitted electric fires and radiators		✓
Boiler operation	Re-lighting pilot lights, setting controls or timers	✓	
Hot water	Immersion heaters, cylinders & jackets		✓
TV & telephone	Including satellite dishes, TV aerials and cable	✓	
Switches & sockets	Including the fuseboard and wiring		✓
Smoke & CO2 monitors	Repair and replacement as required		✓
Smoke & CO2 monitors	Regular working check	✓	
Security & alarms	Repair or replacement of security alarms and lights	✓	



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### Your Garden

ITEM	COMMENTS	CUSTOMER	ROOFTOP
Pathway to front and rear access and driveway	Includes any steps or ramps. Excludes day to day maintenance such as weed treatment or snow clearance		
Garden maintenance	Including decking, patios and any other hard landscaping		
Invasive species	Such as bamboo and Japanese knot-weed		
Fences	Except where the fence borders public spaces (parks, parking, roads, rights of way)		
Gates	Except where they lead to a communal area		
Sheds, lean-tos & outbuildings	Except where built of brick or similar materials		
Garages	Repair and replacement of walls, roofs and doors		
Outside taps & electrical sockets	Includes water collection		

### Planned Maintenance and Property Upgrades

ITEM	PARTS INCLUDED	LIFESPAN
Kitchen	Kitchen units, worktops, sink, taps and splashback / tiling	20 years
Bathroom	Toilet, sink, bath, shower cubicle, tiling, taps	30 years
Windows	Frames, sills and glass. Broken or blown units will be replaced	40 years
External Doors	Doors, frames, hinge, glazing and sills	40 years
Guttering	Gutters, hoppers, downpipes	40 years
Boiler	Gas, oil or electric	15 years

If you wish to upgrade or replace these sorts of things in or around your home more quickly, please contact us, as you do need to get permission first. Remember, any modifications that you make to your home are your responsibility.