Chesterfield Borough Council

Council homes maintenance – who is responsible for repairs

Type of repair	Who is responsible for repair		Additional comments
General and miscellaneous			
Repairing damage caused by tenant, occupant or visitor to property	£	Council with cost recharged to tenant	
Items fitted by a previous tenant and accepted by tenant on taking over the tenancy	T	Tenant	
Cleaning or decorating the interior of property to restore it to an acceptable state	T	Tenant	
Reinstating wall and ceiling finishes where the tenant has applied additional finishes	T	Tenant	
Plumbing of washing machines	T	Tenant	
Waste blockages of washing machines	T	Tenant	
Connection of cooker	T	Tenant	
Domestic appliances (unless supplied by the council and not gifted to the tenant)	T	Tenant	
Fixtures and fittings	T	Tenant	
Flooding	C	Council	
Infestations of any kind, including mice, cockroaches and bed bugs	£	Council with cost recharged to tenant	Charges will be made in line with the council's agreed fees and charges – see www.chesterfield.gov.uk/pests for latest details
Adaptations			
Stair lift broken	C	Council	
Shower seat loose or broken	C	Council	
Hand or grab rail to bathroom/shower room loose or broken	C	Council	
Sealed bathroom flooring is damaged	C	Council	
Hand or grab rail to external door loose / broken	C	Council	
Aerials, satellite dishes and TV outlets			
Communal TV aerial is not working properly	C	Council	
Putting up TV or radio aerials, or satellite dishes, on the outside of the	T	Tenant	Except in former sheltered housing scheme properties or blocks of flats

property			when it is the responsibility of the council.
Loose aerials and satellite dishes	**T**	Tenant	Except in former sheltered housing scheme properties or blocks of flats when it is the responsibility of the council.
TV aerials, sockets, and cabling	**T**	Tenant	
TV outlet is damaged beyond repair or is not working properly	**T**	Tenant	Unless a communal TV aerial

Baths, sinks, basins, showers and toilets

Clearing blocked baths, basins, sinks, toilets and drains	**T** **C**	Tenant/council	A tenant should try to clear blockages with a plunger or suitable cleaning agent. If a blockage remains after doing this the tenant can contact the council who will repair it for free.
Cleaning and removing limescale from baths, sinks, basins, taps and showerheads	**T**	Tenant	
Keeping waste pipes clear and removing any blockages that happen	**T** **C**	Tenant/council	A tenant should try to clear blockages with a plunger or suitable cleaning agent. If a blockage remains after doing this the tenant can contact the council who will repair it for free.
Replacing plugs and chains to baths, basins and sinks	**T**	Tenant	
Repairing tenant installed items (eg shower, extra tiles.)	**T**	Tenant	
Renewing wall tiles and seals around baths, basins, sinks and showers	**C**	Council	
Tap washer replacement	**C**	Council	

Basins and sinks

Trap to sink/basin damaged	**£**	Council with cost recharged to tenant	
Waste to sink/basin is leaking		Council	
Waste to sink/basin is blocked	**T** **C**	Tenant/council	A tenant should try to clear blockages with a plunger or suitable cleaning agent. If a blockage remains after doing this the tenant can contact the council who will repair it for free.
Sealant around sink/basin and wall/water seepage	**C**	Council	
Chrome waste fitting to sink/basin damaged	**C**	Council	
Basin is loose	**C**	Council	
Pedestal to basin is cracked or damaged	**C**	Council	
Sink top loose	**C**	Council	

Cracked wash basin due to object dropped in it	£	Council with cost recharged to tenant	
Blocked sink waste pipe due to hot fat/misuse	£	Council with cost recharged to tenant	
Baths			
Bath is blocked	T C	Tenant/council	A tenant should try to clear blockages with a plunger or suitable cleaning agent. If a blockage remains after doing this the tenant can contact the council who will repair it for free.
Trap to bath is damaged	C	Council	
Water leaking under bath	C	Council	
Chrome waste fitting to bath is damaged	C	Council	
Sealant around bath/water seeping between shower and wall	C	Council	
Bath is loose	C	Council	
Bath panel is loose	C	Council	
Showers			
Electric shower not working properly	C	Council	
Sealant around shower/water seeping between shower and wall	C	Council	
Shower head blocked	T	Tenant/council	Tenants should try to clear the blockage themselves by thorough cleaning. If it remains blocked after this the tenant should contact the council who will repair it for free
Shower head damaged	£	Council with cost recharged to tenant	
Hose is damaged	C	Council	
Mixing valve is not working properly	C	Council	
Sliding shower holder is damaged	£	Council with cost recharged to tenant	
Shower tray and waste unit damaged	£	Council with cost recharged to tenant	
Shower curtain rail is broken	C	Council	
Shower curtain rail is loose	C	Council	
Shower curtain is damaged or missing	T	Tenant	New tenants will have a shower curtain installed by the council. After this point tenants will be responsible for maintaining or replacing it.
Shower waste is blocked	T C	Tenant/council	A tenant should try to clear blockages with a plunger or suitable cleaning agent. If a blockage remains after doing this, or the blockage is in the pipework, the tenant can contact the council who will repair it for free.

Shower cord is broken	C	Council	
Shower over bath (fitted by tenant) is damaged or not working	T	Tenant	
Toilets			
Taking action to prevent toilet from becoming blocked and/or try to clear if it does become blocked	T C	Tenant/council	The tenant will **only** be expected to clear a blocked toilet pan. If the drainage system is blocked call the council for it to be repaired for free.
Replacing flush chains and handles	T	Tenant	
Cleaning and removing limescale from toilet pans	T	Tenant	
Repairs to cistern, overflow and flush system	C	Council	
Toilet seat damaged or broken	T	Tenant	
Toilet pan blocked	T C	Tenant/council	The tenant will **only** be expected to clear a blocked toilet pan. If the drainage system is blocked call the council for it to be repaired for free. However, if the blockage has been caused by an item which is non-flushable the cost will be recharged to the tenant.
Blocked toilet due to nappy, toy, baby wipes, hand towels, paper towels, sanitary products or other non-flushable items	£	Council with cost recharged to tenant	
Toilet leaking or loose	C	Council	
Communal areas and door entry			
Keeping all shared areas tidy, safe and free of obstructions	T	Tenant	
Replacing lost or stolen keys or fobs to common entrance doors	£	Council with cost recharged to tenant	
External door entry buzzer is not working	C	Council	
Doors and windows			
Replacing broken or cracked glass in any inside or outside door or window	£	Council with cost recharged to tenant	
Re-glazing of window due to tenant damage	£	Council with cost recharged to tenant	
Re-glazing of glass panel in door due to tenant damage/wind slam	£	Council with cost recharged to tenant	
Boarding of window	C	Council	
Condensation between double-glazed units	C	Council	
Silicone around frame, rubber draught seal or beading is missing or damaged	C	Council	
PVCu sash will not open or close properly	C	Council	

Handle or handle wedge missing or broken	C	Council	
Window lock key is missing	C	Council	
Trickle vent is damaged	C	Council	
Hinge is damaged or hinge defender needs lubricating	C	Council	
Window restrictor is damaged or missing	C	Council	
Window catches and sash cords	C	Council	
Doors, locks and door closers			
Perko closer is damaged beyond repair	C	Council	
Door closer is not working properly	C	Council	
Heavy duty closer is damaged beyond repair	C	Council	
Panic bolt is damaged beyond repair	C	Council	
Panic bolt is not working properly	C	Council	
Door will not open or close properly	C	Council	
Fire door is damaged beyond repair	C	Council	
Padlocks, bolts, limiters and viewers damaged or missing	C	Council	
Lock or latch is missing, damaged or not working properly	C	Council	
Doors - locks, access and boarding			
Replacing keys, door entry fobs or locks when lost, stolen, or tenant gets locked out	T	Tenant	
Access or lock replacement due to lost keys or deliberate damage to lock	£	Council with cost recharged to tenant	
Repair/replacement of lock to external door due to normal wear and tear	C	Council	
Door and frame needs securing after forced entry	C	Council	
PVCU door needs boarding	C	Council	
Timber door needs boarding	C	Council	
Doors - external doors			
Providing/replacing security chains, letter plates or numbers	C	Council	
Providing/replacing door knockers / bells	T	Tenant	This includes replacing door knockers and bells fitted by any previous tenant
Timber, steel or aluminium doors will not open or close properly	C	Council	
Weatherboard is damaged or missing	C	Council	

Weatherboard is loose	C	Council	
External frame is loose	C	Council	
Frame needs repair after forced entry	C	Council	
Water is seeping between the frame	C	Council	
Draughts around external door	C	Council	
Threshold is loose	C	Council	
Doors - internal			
Replacing locks, handles and latches on internal doors	C	Council	
Oiling hinges and locks	T	Tenant	
Adjusting doors for new carpets	C	Council	
Frame is loose	C	Council	
Section of frame is damaged	C	Council	
Door stop is loose	C	Council	
Door stop is damaged or missing	C	Council	
Architrave is loose	C	Council	
Threshold is loose	C	Council	
Door needs repairing	C	Council	
Door will not open or close properly	C	Council	
Internal door is damaged beyond repair	C	Council	
Drains and gutters			
Keeping waste pipes, gullies and drains clear to prevent them from becoming blocked	T	Tenant	
Clearing blockages in own washing machine, dishwasher or tumble dryer	T	Tenant	
Concrete surround to manhole is damaged	C	Council	
Manhole cover or frame is loose	C	Council	
Manhole cover (light or heavy duty) is damaged or missing (heavy duty)	C	Council	
Manhole is blocked	C	Council	
Drain needs jet cleaning	C	Council	
Drain needs rod cleaning	C	Council	
Gulley surround is damaged	C	Council	
Gulley is blocked	C	Council	
Soil pipe is leaking at PVCu joint	C	Council	
Soil pipe is loose	C	Council	
Soil pipe is blocked		Council	
Electrics			
Resetting trip switches and, if	T C	Tenant/council	If a problem remains once a tenant

necessary, turning off the mains supply			has reset a trip switch they should contact the council for free advice and/or a repair
Resetting the circuit breakers on the consumer unit	T C	Tenant/council	If a problem remains once a tenant has reset it they should contact the council for free advice and/or a repair
Replacing fluorescent tubes and starters	C	Council	
Replacing lightbulbs (bayonet or screw fit), plugs and fuses	T	Tenant	
Replacement of re-wireable fuses in the main fuse box	C	Council	
Replacing door bells, or fitting one if we have not fitted one	T	Tenant	
Smoke alarms and carbon monoxide detectors			
Testing and cleaning smoke detectors	C	Council	
Replacing batteries in smoke alarms and carbon monoxide detectors	T	Tenant	
Maintenance/repair to battery smoke alarm or carbon monoxide detector	C	Council	
Maintenance/repair to hard wired smoke alarm or carbon monoxide detector	C	Council	
Sockets and power			
Single socket is loose, faulty or damaged	C	Council	
Double socket is loose, faulty or damaged	C	Council	
MCB consumer box is loose, faulty or damaged	C	Council	
Fused spur is damaged	C	Council	
Cooker control unit is not working properly	C	Council	
Water has leaked onto electrics	C	Council	
Total loss of electric power	C	Council	
Telephone points	T	Tenant	The tenant should contact their telephone provider
Communal and external lighting			
Lamp to bulkhead is not working	C	Council	
Diffuser to bulkhead is damaged or missing	C	Council	
Bulkhead fitting is damaged beyond repair	C	Council	
Light fitting is loose	C	Council	
Total loss of electric lighting	C	Council	

Fault in lighting circuit	**C**	Council	
2D light fitting is not working	**C**	Council	
Domestic lighting			
Batten holder is damaged	£	Council with cost recharged to tenant	
Lamp holder is damaged	£	Council with cost recharged to tenant	
Ceiling pull switch is damaged	£	Council with cost recharged to tenant	
Any light fitting is loose	**C**	Council	
Total loss of electric lighting	**C**	Council	
Cord to ceiling pull switch is damaged	£	Council with cost recharged to tenant	
Cord to ceiling pull switch is broken	**C**	Council	
Fault in lighting circuit	**C**	Council	
Water has leaked on to electrics	**C**	Council	
Single, double or triple switch is damaged	£	Council with cost recharged to tenant	
Single, double or triple switch is faulty	**C**	Council	
Fluorescent fitting is not working properly	**C**	Council	
Diffuser to single/double fluorescent fitting is damaged or missing	**C**	Council	
Extractor fans			
Extractor fan not working properly	**C**	Council	
Floor and wall tiles			
Quarry tiles are loose	**C**	Council	The council will repair/replace tiles with as near a match to the existing tiles as possible
Vinyl tiles are loose	**C**	Council	The council will repair/replace tiles with as near a match to the existing tiles as possible
Tiles to fire surround are loose	**C**	Council	
Tiles to fire surround are damaged or missing	£	Council with cost recharged to tenant	
Grouting is damaged	**C**	Council	
Wall tiles are loose	**C**	Council	The council will repair/replace tiles with as near a match to the existing tiles as possible
Wall tiles are damaged	£	Council with cost recharged to tenant	
Floor boards	**C**	Council	
Repairing any floor covering (except that fitted as part of an adaptation)	**T**	Tenant	
Floors, walls and ceiling repairs			
Internal decoration	**T**	Tenant	

Minor decorative cracks	T	Tenant	
Skirting board is loose	C	Council	
Skirting board is damaged	£	Council with cost recharged to tenant	
Floorboards or floor panels are loose	C	Council	
Floorboards or floor panels are damaged	£	Council with cost recharged to tenant	This will not include damage that is a consequence of other defects eg leaking bath, rising damp etc. In those cases the work will be done for free.
Surface mould to wall	T	Tenant	The tenant will only be responsible where this is caused by inadequate heating or ventilation and not by disrepair
Treating walls for mould caused by condensation	T	Tenant	
Minor cracks in ceiling	T	Tenant	
Larger cracks to ceiling	C	Council	
Plasterboard to ceiling is damaged	C	Council	
PVC air vent grill is damaged	£	Council with cost recharged to tenant	
Filling nail/screw holes in walls and ceilings	T	Tenant	
Grouting wall tiles	T	Tenant	
Gutters and rainwater goods			
Gutter is blocked, loose, leaking, has a bracket missing or is damaged	C	Council	
Hopperhead blocked, damaged or missing	C	Council	
Rainwater pipe is blocked, leaking, damaged or loose	C	Council	
Rainwater shoe is damaged or missing	C	Council	
Heating and hot water			
Electric fire, radiant heater, or storage heater is not working properly	C	Council	
Gas fire not working properly, damaged or loose	C	Council	
Smell of gas from any appliance	C	Council	
Noisy boiler	C	Council	
Boiler controls not working	C	Council	
Re-pressurising combi boiler	T C	Tenant/council	If a tenant has re-pressurised a boiler and a problem remains they should contact the council for a free repair.
Pilot light on boiler will not light	C	Council	

Relighting the pilot light on boilers	C	Council	
No heating	C	Council	Before reporting this a tenant should ensure the thermostat is set correctly, it is switched on at the mains, and there is no power cut.
Radiator not working properly, not heating, damaged or leaking	C	Council	
Radiator valves not working or damaged, or cap valve missing	C	Council	
Bleeding radiators	T	Tenant	If a problem remains after radiators have been bled then the tenant should call the council for a free repair
Air vent to radiator is damaged	C	Council	
Solid fuel appliance damaged or not working properly	C	Council	
Fire parts required due to misuse of the appliance	£	Council with cost recharged to tenant	
Sweeping flues used by solid fuel appliances	C	Council	
Gas appliance servicing	C	Council	
Gas appliance servicing (tenant installed)	T	Tenant	
Setting heating controls, including timed programmes	T	Tenant	
Renewing batteries to heating controls	T	Tenant	
Hot water			
No hot water from boiler or cylinder	C	Council	
Cylinder leaking	C	Council	
Damage to cylinder jackets	T	Tenant	
Immersion heater is not working properly	C	Council	
Kitchen units			
Damaged or missing parts to cupboards, shelves, drawers, drawer fronts, handles, catches, hinges, cupboard doors, worktops, edging, joint strips and legs	C	Council	
Renewing wall tiles and sealant around work surfaces and the sink	C	Council	
Outside the property			
External decoration and maintenance	C	Council	
Damage to walls, tiling and rendering	C	Council	
Leaks from roofs	C	Council	
Repairs to roof, missing tiles, flashing, chimney stack, chimney pot and vents	C	Council	

Clothes driers and refuse chutes (communal)	C	Council	
Damage to bargeboards, soffits and fascias	C	Council	
Damage to existing fences, gates and walls	C	Council	Where possible a fence, gate or wall will be repaired. If a whole line has come down the area will be made safe, the materials took away and boundary markers put out. Replacements will installed as part of planned estate improvements (so there may be a wait of some months between damaged fencing being removed and new ones installed)
Damage to new fences, gates and walls	T	Tenant	Once a new fence, gate or wall has been erected maintenance of it is then the tenant's responsibility
Paving, paths, steps and handrails	T	Tenant	
Maintaining paths, except those leading from the boundary (gate) to front and back doors. *Uneven paths. INDIVIDUAL PROPERTY*	T	Tenant	The council will maintain the main path from the gate to the front and back door
Maintaining paths, except those leading from the boundary (gate) to front and back doors. *Uneven paths. COMMUNAL PATH*	C	Council	
Replacing latches, bolts, catches, keys or locks to garage or shed doors, and on gates	C	Council	
Clothes posts	C	Council	
Washing lines (unless communal)	T	Tenant	
Repairing any fencing, shed, garage, outbuilding or other garden features not originally provided by council	T	Tenant	

Stairs and steps (internal)

Missing or damaged handrails, bannisters, balusters, newel posts, panels and rails	C	Council	
Repairs to risers, treads, and winders	C	Council	

Tanks, pipework and valves

Valves damaged or leaking	C	Council	
Stop tap damaged or leaking	C	Council	
Tank leaking or constant drip into tank	C	Council	
Pipe leaking or burst	C	Council	
Banging noise from pipes	C	Council	
Hot water discoloured	C	Council	

Hot water pressure is low	C	Council	
Underground burst	C	Council	
Taking steps to prevent water in pipes and taps from freezing or bursting in cold weather by lagging any exposed pipes	C	Council	
Turning the water supply off at the stop tap if a water pipe bursts, or if you go away	T	Tenant	
External taps	T	Tenant	
Water services			
Sink, basin and bath taps damaged or loose	C	Council	
Low water pressure, water discoloured, or no water from tap	C	Council	
Unable to turn tap	C	Council	
No hot water from hot tap	C	Council	
Mixer tap damaged	C	Council	
Tap dripping or leaking	C	Council	
Garages			
Lock is damaged	£	Council with cost recharged to tenant	
Lock is broken	C	Council	
Gearing or mechanism is broken	C	Council	
Up-and-over garage door is not opening or closing properly	C	Council	
Tenant is locked out of garage	T	Tenant	
Gardens			
Keeping the garden of the property tidy and in an acceptable condition	T	Tenant	
Clearing an overgrown garden	£	Council with cost recharged to tenant	