

URGENT REPAIRS

Repair location	Type of repair	Responsibility	Comment
Boilers – Solid Fuel	Drain down back boiler	Plymouth Community Homes	
Boilers – Solid Fuel	Repair back boiler	Plymouth Community Homes	Emergency if only source of heating or hot water.
Central Heating	Total or partial heating failure	Plymouth Community Homes	October – April.
Central Heating	Total or partial heating failure	Plymouth Community Homes	May – September.
Central Heating	Bleed radiators	Tenant	
Chimneys	Make safe dangerous chimney	Plymouth Community Homes	
Chimneys	Repair chimney	Plymouth Community Homes	
Chimneys	Clear blocked flue	Plymouth Community Homes	
Chimney sweeping	Chimney sweeping	Plymouth Community Homes	Twice yearly.
Clothes Line	Communal area clothesline	Plymouth Community Homes	
Coal Storage	Coal outhouses	Plymouth Community Homes	
Condensation	Assess and advise on causes	Plymouth Community Homes	
Condensation	Fabric and services factors not covered elsewhere on this table e.g. leaks.	Plymouth Community Homes	
Cookers	Cookers	Tenant	
Decoration	Internal decorations e.g. walls, doors, skirting boards, etc.	Tenant	PCH may undertake decorating for pensioners.
Decoration	Damaged decorations caused through PCH repairs	Plymouth Community Homes	
Door Entry Systems	Phone not working	Plymouth Community Homes	

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Door Entry Systems	Door not closing	Plymouth Community Homes	Secure only.
Door Entry Systems	Additional phone or move phone	Tenant	PCH responsibility if disabled.
Door Entry Systems	Doorbells	Tenant	
Doors	Make safe or secure external door	Plymouth Community Homes	Rechargeable if lost key.
Doors	Lost key	Tenant	Rechargeable.
Doors	Door glazing replacement (broken)	Plymouth Community Homes	Rechargeable – PCH will board up.
Doors	Glass replacement after boarding	Tenant	Following payment of recharge.
Doors	Repair or replace unusable lock	Plymouth Community Homes	Sticking but useable then routine.
Doors	Replace faulty seals to external door	Plymouth Community Homes	
Doors	Repairs to internal door locks and handles	Plymouth Community Homes	Rechargeable if tenant damaged.
Doors	Kitchen cupboard doors	Plymouth Community Homes	Rechargeable if tenant damaged.
Doors	Letter box	Plymouth Community Homes	
Doors	Ease and adjust door	Plymouth Community Homes	Unless caused by floor coverings.

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Drains	Blocked foul drains – PCH owned	Plymouth Community Homes	
Drains	Blocked rainwater drains – PCH owned	Plymouth Community Homes	If causing flooding – emergency.
Electrics	No electricity	Plymouth Community Homes	Except during power failure..
Electrics	No lights	Plymouth Community Homes	
Electrics	Lights and power only partial	Plymouth Community Homes	
Electrics	Check electrics after water penetration	Plymouth Community Homes	
Electrics	Dangerous or exposed wires	Plymouth Community Homes	
Electrics	Unsafe socket or fitting, cracked or exposed wires	Plymouth Community Homes	Rechargeable if tenant damage.
Electrics	Repair or renew fuse box	Plymouth Community Homes	No power – emergency.
Electrics	Fuses to appliances	Tenant	
Electrics	Communal lighting hallway and landing	Plymouth Community Homes	Complete failure – emergency.
Electrics	Lamps / bulbs / strip lights	Tenant	
Electrics	Fuses	Tenant	
Electrics	Smoke detector	Plymouth Community Homes	
Electrics	Smoke detector battery	Tenant	
Electrics	Resetting of electrical trips or rewire fuse	Tenant	
Electrics	Other internal electrical work	Plymouth Community Homes	
Extractor Fan	Extractor fan in kitchen / bathroom not working	Plymouth Community Homes	
Fences / Gates	Repairs to existing posts, fences (all types) and gates	Plymouth Community Homes	Unless health and safety implications.

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Fences / Gates	Painting existing fence and fence posts.	Tenant	
Floor	Rotten floorboards	Plymouth Community Homes	
Floor	Repairs to floorboards	Plymouth Community Homes	Tenant damage – rechargeable.
Floor	Re-fix loose and/or squeaking floorboards	Plymouth Community Homes	Tenant damage – rechargeable.
Floor	Floor/quarry tiles	Plymouth Community Homes	Where fitted by PCH only.
Floor	Other floor surface	Plymouth Community Homes	Where fitted by PCH only..
Floor	Re-screen concrete floor	Plymouth Community Homes	
Floor	Skirting boards	Plymouth Community Homes	
Garages	Door locks	Plymouth Community Homes	Emergency if car locked in garage.
Garages	Keys lost	Tenant	
Garages	Defective roof	Plymouth Community Homes	Emergency if dangerous.
Garages	Light	Plymouth Community Homes	
Garages	Door repairs	Plymouth Community Homes	Emergency if car stuck in garage.
Garages	Gardens (including hedges and trees)	Tenant	Where no health and safety issues.
Gas	Gas leaks	Plymouth Community Homes / Tenant	Contact Wales & West Utilities.
Gas	Failure of gas fires fitted or approved by Plymouth Community Homes	Plymouth Community Homes	Emergency if only source of

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			heating in room.
Gas	Gas cookers, connections and other tenant appliances	Tenant	
Gutters	Clear blocked gutter	Plymouth Community Homes	
Gutters	Replace broken gutter	Plymouth Community Homes	Urgent if during wet weather.
Gutters	Re-make leaking gutter joint	Plymouth Community Homes	
Gutters	Replace fascia board	Plymouth Community Homes	
Heaters (room or water heating)	Gas to Parkray/solid fuel heater	Plymouth Community Homes	
Heaters (room or water heating)	Total or partial heating failure	Plymouth Community Homes	October – April.
Heaters (room or water heating)	Total or partial heating failure	Plymouth Community Homes	May – September.
Immersion Heater	Repair/replace	Plymouth Community Homes	If only form of water heating or alternative form is solid fuel and tenant is elderly or disabled.
Immersion Heater	Repair/replace	Plymouth Community Homes	If alternative source of water heating is available.
Kitchen Fixtures	Kitchen units provided by PCH	Plymouth Community Homes	Rechargeable if tenant damage.

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Kitchen Fixtures	Kitchen worktops provided by PCH	Plymouth Community Homes	Rechargeable if tenant damage.
Kitchen Fixtures	Kitchen sink	Plymouth Community Homes	Rechargeable if tenant damage.
Kitchen Fixtures	Maintain kitchen cupboard doors, drawers, catches, and hinges	Tenant	
Outhouses / Sheds	Lights in outhouse	Plymouth Community Homes	Only brick or concrete structures.
Outhouses / Sheds	Outhouse repairs	Plymouth Community Homes	Only brick or concrete structures.
Outhouses / Sheds	Locks	Plymouth Community Homes	Only brick or concrete structures.
Outhouses / Sheds	Lost keys	Tenant	
Outhouses / Sheds	Glazing	Tenant	
Paths / External Steps / Handrails	Repairs to existing paths	Plymouth Community Homes	Emergency if trip hazard – make safe.
Paths / External Steps / Handrails	Repairs to existing driveways, hard standings and patio areas	Plymouth Community Homes	Emergency if trip hazard – make safe.
Paths / External Steps / Handrails	Repairs to existing steps	Plymouth Community Homes	Emergency if trip hazard – make safe.

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Paths / External Steps / Handrails	Repairs to handrails	Plymouth Community Homes	Emergency if health and safety hazard.
Pipes / Tanks / Cylinders	Burst pipe – internal	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Burst pipe – external	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Blocked or leaking soil pipe	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Replace section of soil pipe	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Water hammer / pipe vibration	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Re-fix rainwater pipe	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Airlock	Plymouth Community Homes	Emergency if no water.
Pipes / Tanks / Cylinders	Burst tank	Plymouth Community Homes	Immediate attention.
Pipes / Tanks / Cylinders	No water	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Continuous overflow	Plymouth Community Homes	Emergency if water meter installed.
Pipes / Tanks / Cylinders	Leak from water or central heating system	Plymouth Community Homes	Or Urgent if containable.

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Pipes / Tanks / Cylinders	Other leaks	Plymouth Community Homes	Tenant damage, or own installation, is rechargeable.
Pipes / Tanks / Cylinders	Stopcock or valve faulty	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Hot water cylinder insulation	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Pipe insulation	Tenant	Tenant must not disturb any insulation provided.
Pipes / Tanks / Cylinders	Drainage inspection cover	Plymouth Community Homes	If dangerous, Emergency to make safe
Plumbing	WC blocked	Plymouth Community Homes	Tenant damage is rechargeable
Plumbing	Re-fix / replace WC pan	Plymouth Community Homes	If unusable – Emergency.
Plumbing	Replace loose or broken WC seat	Tenant	If tenant disabled – Urgent.
Plumbing	Toilet not flushing	Plymouth Community Homes	Urgent if another toilet in the property.
Plumbing	Blocked sink, bath or hand basin	Plymouth Community Homes	
Plumbing	Unusable sink, bath or hand basin	Plymouth Community Homes	Tenant damage is rechargeable.

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Plumbing	Re-fix loose hand basin brackets	Plymouth Community Homes	Tenant damage is rechargeable.
Plumbing	Re-fix loose bathroom tiles	Plymouth Community Homes	Tenant damage is rechargeable.
Plumbing	Re-fix loose shower tiles	Plymouth Community Homes	Tenant damage is rechargeable.
Plumbing	Re-fix bath panel and frame	Plymouth Community Homes	Tenant damage is rechargeable.
Plumbing	Sink and bath plugs	Tenant	
Plumbing	Shower curtains and poles.	Tenant or PCH	If fixed curtain rail is attached to broken tiles or damaged ceiling, PCH repair. Tenant responsible for curtains and hooks.
Plumbing	Taps running full bore	Plymouth Community Homes	
Plumbing	Taps dripping	Plymouth Community Homes	Urgent if water meter installed.
Plumbing	Replacement taps	Plymouth Community Homes	Urgent if unusable.
Plumbing	Other tap repairs	Plymouth Community Homes	
Plumbing	Shower hoses and heads	Tenant	

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Repair location	Type of repair	Responsibility	Comment
Plumbing	Replace shower over bath	Plymouth Community Homes	Urgent if cultural / medical issues.
Plumbing	Replace shower where no bath available	Plymouth Community Homes	
Roofs	Slipped tiles	Plymouth Community Homes	Where dangerous.
Roofs	Make safe after storm damage	Plymouth Community Homes	Where no health and safety issues.
Roofs	Major roof repairs	Plymouth Community Homes	Planned contractor only.
Roofs	Rain penetration	Plymouth Community Homes	Emergency if dangerous.
Roofs	Repair to existing insulation	Plymouth Community Homes	
Roofs	Loose or cracked tiles	Plymouth Community Homes	Emergency if dangerous
Roofs	Garage or outhouse roofs	Plymouth Community Homes	Emergency if dangerous
Roofs	Lead flashings	Plymouth Community Homes	
Roofs	Re-bed/re-point roof ridge tiles	Plymouth Community Homes	
Stairs and Lifts	Stairlift / lift not working	Plymouth Community Homes	
Stairs and Lifts	Repair banister/ handrail	Plymouth Community Homes	Emergency if dangerous.
Stairs and Lifts	Loose banister / handrail	Plymouth Community Homes	Emergency if dangerous.
Stairs and Lifts	Rotten / damaged stair tread	Plymouth Community Homes	Emergency if dangerous.
Stairs and Lifts	Re-fix loose stair tread	Plymouth Community Homes	Emergency if dangerous.
Stairs and Lifts	Missing balustrade	Plymouth Community Homes	

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Walls	Dangerous wall	Plymouth Community Homes	To make safe.
Walls	External brickwork	Plymouth Community Homes	
Walls	Existing cavity wall insulation	Plymouth Community Homes	
Walls	External rendering	Plymouth Community Homes	Major repairs if planned maintenance.
Walls	Internal plastering	Plymouth Community Homes	Minor/hairline cracks are tenants responsibility.
Window Glazing	Broken glazing	Tenant / Plymouth Community Homes	Needs crime number. Rechargeable if tenant damage.
Window Glazing	Broken glazing where boarded	Plymouth Community Homes	Rechargeable to tenant.
Window Glazing	Communal glazing	Plymouth Community Homes	Emergency if required to secure property.
Window Glazing	Loose window frame	Plymouth Community Homes	
Window Glazing	Re-putty glazing	Plymouth Community Homes	
Window Repairs	Double glazed unit failed e.g. misted.	Plymouth Community Homes	Unless main contributor to damp and mould issues.
Window Repairs	Window not opening or fully closing	Plymouth Community Homes	
Window Repairs	Window cannot be secured	Plymouth Community Homes	Only if ground floor or easy access.

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Window Repairs	Ease / adjust	Plymouth Community Homes	
Window Repairs	Window catches	Plymouth Community Homes	Emergency if cannot secure.
Window Repairs	Sill boards	Plymouth Community Homes	
Window Repairs	Rain penetration	Plymouth Community Homes	
Window Repairs	Faulty seals	Plymouth Community Homes	

URGENT OR ROUTINE DEPENDING ON SEVERITY

Repair location	Type of repair	Category	Responsibility	Comment
Door Entry Systems	Door not closing	Urgent/20-day.	Plymouth Community Homes	Secure only