



DIY or SLH?

Your guide to who does what in your home

Repair responsibilities

This guide has been created to help you understand which jobs in and around your home are your responsibility as customers, and which jobs are the responsibility of SLH as your landlord.

The guidance in this document refers to items that are fitted as standard to SLH homes. Tenants are responsible for the repair or replacement of items that they fit themselves, or items that have been previously fitted to the home and gifted to the tenant by SLH. Responsibility for these items will be agreed and signed for by the tenant at the start of their tenancy.

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Roofing	Tenant	SLH
Roof covering, roof structure, chimney repairs & leaks	No	Yes
Gutter & gully repairs and clearance of blockages causing a building defect	No	Yes
Rainwater pipe - make safe defective rain water goods, soffit and fascia	No	Yes

External finishes	Tenant	SLH
Structural issues, significant render & brickwork repairs	No	Yes
External façade & wooden cladding	No	Yes
Failed damp proof course repairs	No	Yes
Penetrating dampness repairs	No	Yes

Fencing	Tenant	SLH
Removal of dangerous fencing, gates, gate posts and boundary walls etc.	No	Yes
Minor repair of fencing, gates, gate posts and boundary walls, etc. (Only in limited specific circumstances will SLH carry out fencing works outside of our planned investment programme)	No	Yes
Minor repair of communal area fencing, gates, gate posts and boundary walls, etc.	No	Yes

Paving	Tenant	SLH
Make safe health and safety-related hazards to paving and tarmac, etc.	No	Yes
Repair or replacement of communal area paving, tarmac, turf etc.	No	Yes
Repair, replacement or upgrade of paving, tarmac, turf, etc. in your own garden (except for essential single-row path to front door and from back door to gate.) There may be exceptions where SLH have completed whole-garden flagging. In this instance, SLH would be responsible.	Yes	No

Outhouses (separate to home)	Tenant	SLH
Deal with health and safety-related hazards	No	Yes
Repair or replacement of outhouse items e.g. locks and fittings, windows, doors, finishes, etc.	Yes	No

Outhouses (connected to home)	Tenant	SLH
Deal with health and safety-related hazards	No	Yes
Repair or replacement of outhouse items inclusive of locks and fittings, windows, doors, finishes, etc.	No	Yes

Garages	Tenant	SLH
Repair or replacement of garage internal elements inclusive of door locks and fittings, finishes, etc.	No	Yes
Repair or replacement of garage external items inclusive of roof, rainwater goods, brickwork, door, window etc.	No	Yes

External items	Tenant	SLH
Bin - repair or replacement of bins to individual house or flat	Yes	No
TV aerial - repair or replacement of TV aerials or satellite dishes serving an individual house or flat	Yes	No
Washing line - repair or replacement of washing lines and rotary dryers to an individual house or flat	Yes	No

Garden	Tenant	SLH
Maintenance of trees, grass, hedges, shrubs where there isn't a grounds maintenance contract in place	Yes	No
Maintenance of trees causing structural damage or where tree is diseased, dangerous or damaged	No	Yes
Removal or control of invasive weeds i.e. Japanese Knotweed	No	Yes

Drainage	Tenant	SLH
Within boundary - blocked or leaking foul drain, soil stack etc	No	Yes
Outside boundary - blocked or leaking shared foul drain outside (United Utilities responsibility – SLH will report if made aware)	Yes	No

Water	Tenant	SLH
Loss of water supply, leaks to water pipes and water tanks (within the boundary up to the stop-tap in street)	No	Yes
Installation of new pipework and fittings (e.g. washing machines, dishwashers)	Yes	No

External glazing	Tenant	SLH
Boarding up of broken glazing	No	Yes
Re-glaze windows if crime reference number provided (if no crime reference provided customer issued with a recharge)	No	Yes
Re-glaze windows if caused by damage/abuse	Yes	No
Replacement of failed double glazed units	No	Yes

External windows	Tenant	SLH
Repair or replacement of window inclusive of frame, external sealant, sash, sill, window board, operating mechanisms, restrictor catch, window handle, casement fastener	No	Yes
Repair or replacement of internal sealant, window ironmongery inclusive of locks, replacement keys, casement stay	No	Yes
Window restrictors in blocks	No	Yes

External doors	Tenant	SLH
Repair or replacement of external doors inclusive of frame, threshold, weatherboard, hinges and operating mechanisms such as door handles, multi-point locks, and suited lock systems	No	Yes
Repair or replacement of door locks, replacement of keys, letter plate, number plate, security chain, spy hole and other associated door ironmongery	No	Yes
Replacement locks due to lost keys or locked out	Yes	No

Fire doors - internal and external	Tenant	SLH
Repairs or replacement of fire doors inclusive of fittings and fixtures that provide fire protection i.e. letter box, spy hole, emergency latch, spring door closer, single push bar, overhead door closer, intumescent fire strip and smoke seals etc.	No	Yes

Gas and heating	Tenant	SLH
Gas leaks - should be reported immediately to 0800 111 999	No	Yes
Blocked flues	No	Yes
Leaks to heating pipes and radiators	No	Yes
Repairs to heating appliances - boiler, electric fire, storage heaters	No	Yes
Bleeding of radiators	Yes	No
Repair or fitting of cookers and cooker connections such as bayonet fittings	Yes	No
Upgrading existing and installing new heating appliances	No	Yes
Communal area meter cupboards including lock	No	Yes
External meter cupboards serving individual home (except locks)	No	Yes

Electrics	Tenant	SLH
Unsafe electrical power supply or fittings e.g. unsafe wiring, sockets, light fittings, extractor fans, etc.	No	Yes
Repair of essential electrical items - consumer units, sockets, light fittings, starter motors, extractor fans, tv sockets, etc.	No	Yes
Replacement of light bulbs - (except Independent Living schemes or sealed light fittings)	Yes	No
Repair or replacement of hard wired door bells	Yes	No
Burglar alarms or other security devices	Yes	No
Repair or replacement of security lights	No	Yes
Fitting of additional sockets, light fittings, extractor fans, etc.	Yes	No

Smoke and carbon monoxide detectors	Tenant	SLH
Repair or replacement of mains-operated interlinked smoke detectors	No	Yes
Repair or replacement of battery-operated smoke detectors	No	Yes
Repair or replacement of carbon monoxide (CO) detectors	No	Yes

Sanitation	Tenant	SLH
Leaks to basins, sinks, baths, showers and toilets, and associated internal pipework	No	Yes
Repair or replacement of basins, sinks, baths, showers and toilets	No	Yes
Blocked toilets, basins, sinks, baths, showers and level access shower wet room gullies. (Customers should first attempt to clear the blockage and ensure that they do not flush items that are not suitable e.g. wet wipes)	No	Yes
Repair or replacement of taps	No	Yes
Replacement of plug, chain, bath panel and tap washers	No	Yes
Repair or replacement of shower curtains	Yes	No
Repair or replacement of level-access shower or wet room non-slip flooring	No	Yes
Repair or replacement of shower (where fitted by SLH)	No	Yes
Toilet seats	Yes	No
Communal toilet seats	No	Yes

Internal finishes	Tenant	SLH
Major wall and ceiling plaster work defects i.e. scratch coat repairs, holes greater than 1cm, cracks greater than 5mm wide, coving and mouldings	No	Yes
Minor wall and ceiling plaster work defects i.e. skim coat, small holes less than 1cm, cracks less than 5mm wide	Yes	No
Bathroom wall and kitchen splash back tiles	No	Yes
Removal of asbestos floor tiles	No	Yes
Repair or replacement of floor damp-proof membrane and associated concrete repairs	No	Yes
Repair or replace floor finishes	Yes	No
Internal painting and decoration	Yes	No

Damp, mould and condensation	Tenant	SLH
Damp, mould and condensation should be reported to SLH and we will inspect within seven working days and any remedial work required will be completed within 28 days	No	Yes

Adaptations	Tenant	SLH
Repair and replacement of existing adaptations	No	Yes
New minor adaptations less than the value of £500	No	Yes
New major adaptations over the value of £500, but less than £15,000, subject to occupational therapist referral	No	Yes

Internal joinery	Tenant	SLH
Repair of kitchen units and worktops that are considered as fair wear and tear	No	Yes
Repair of kitchen units and work tops that are not considered as fair wear and tear	Yes	No
Repair or replacement of kitchen sinks and taps	No	Yes
Upgrade or addition of new kitchen units and worktops	Yes	No
Repair or replacement of internal doors and ironmongery	No	Yes
Changes to accommodate carpets including re-fixing of any draught excluders	Yes	No
Repair or replacement of internal door frames	No	Yes
Curtain poles, rail or track replacement	Yes	No
Repair of health and safety hazards to handrails, balusters, newel post, stair tread, etc.	No	Yes
Repair or replacement of skirting, pipe boxing or architraves	No	Yes
Repair or replacement of stair treads, risers and nosings	No	Yes
Make safe health and safety-related timber flooring repairs - e.g. floorboards and joists	No	Yes
Repair or replacement of timber flooring i.e. floorboards and joists	No	Yes

Communal areas	Tenant	SLH
Lift breakdown and repairs	No	Yes
Door entry equipment, automatic opening vents, CCTV	No	Yes
Security lighting and repair of general lighting appliances	No	Yes
Fire safety equipment (e.g. alarms, fire extinguishers)	No	Yes
TV aerials, laundry equipment, toilet repairs (including toilet seats)	No	Yes
Trustcare Warden Alarms	No	Yes
Pest control - removal/destruction of mice, rates and other vermin	No	Yes
Removal of asbestos-containing materials	No	Yes

Vermin	Tenant	SLH
Removal/destruction of mice, rats and other vermin in non-communal areas (customer should report problem to Local Authority on 0151 233 3000)	Yes	No



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