

Association & Tenant Responsibilities & Priorities	LRHA	Tenant	*24hrs	*Non Urgent
Adaptions				
Small works – installation of grab rails	✓			✓
Major works – Wet rooms, etc		✓		
Bathroom				
Bath, basin, toilet repairs	✓			✓
Blocked toilets and waste (due to hair build up etc)		✓		
Leaking pipes	✓			✓
Tap repairs	✓			✓
Toilet Seats		✓		
Waste plugs & chains		✓		
Drains				
Blocked drains	✓		✓	
If the drains are blocked due wipes or other bulky items		✓		
Conservatories		✓		
Doors				
External door repairs	✓			✓
External door not able to lock	✓		✓	
Internal door repairs	✓			✓
Loss of Keys		✓		
Electrical				
Economy 7 repairs	✓			✓
Extractor fan repairs	✓			✓
Door bell repairs	✓			✓
Lighting repairs – internal & external	✓			✓
Lighting repairs – internal & external – Own Fittings		✓		✓
Light bulb replacements		✓		✓
Socket repairs	✓			✓
Smoke Detector repairs	✓			✓
Smoke Detector – Battery Change		✓	✓	
Tripping electrics	✓		✓	
Tripping electrics – if found to be own appliances		✓		
External				
Guttering & Downpipes	✓			✓
Fences & Gates				✓
Fences & Gates – own or signed for at keyhand		✓		✓
Paving Repairs	✓			✓
Roof repairs	✓			✓
Roof repairs – Ingress of water in property	✓		✓	
Flooring				
Floor Board Repairs	✓			✓
Floor Coverings		✓		

Heating				
Total loss of heating	✓		✓	
Partial loss of heating	✓			✓
Loss of oil heating – due to no oil		✓		
Hot Water				
Total loss			✓	
Partial loss – still have use of shower or immersion boost				✓
Kitchen				
Cupboard Repairs	✓			✓
Sink & Tap Repairs	✓			✓
Tiling Repairs	✓			✓
Windows				
Window Repairs	✓			✓
Broken Windows		✓		

***New completion targets approved subject to tenant consultation in January 2015**