

Repair Responsibilities: Social Rent Tenants (including Care and Support)

	Responsibility	Exceptions
External areas		
Boundary / dividing walls and fences of individual gardens	Peabody will repair or replace	Only walls and fences that belong to Peabody
CCTV	Peabody will repair or replace	
Chimney and flue repairs	Peabody will repair or replace	
Damage following a forced entry by Peabody or emergency services	Peabody will repair or replace	
Damaged caused following a break in External walls e.g. brickwork, rendering, cladding and porches	Peabody will repair or replace	As long as a crime reference number is provided
Free standing individual outbuildings & sheds	Resident responsibility	Unless brick built or integrated as part of building
Garages	Peabody will repair or replace	
Glazing and frames to window or door	Peabody will repair or replace	
Individual balconies	Peabody will repair or replace	
Individual gardens, patios and trees	Resident responsibility	Except if tree is causing damage to other areas
Individual property aerials	Peabody will repair or replace	Only if installed by Peabody
Individual property external lighting	Peabody will repair or replace	Only if installed by Peabody
Individual property front path	Peabody will repair or replace	Only if causing health and safety risk
Individual property gates	Peabody will repair or replace	
Individual rear patio areas	Resident responsibility	Unless confirmed as a health and safety risk
Painting and making good of external areas	Peabody will repair and maintain	
Roof damage	Peabody will repair or replace	
Satellite dishes	Resident responsibility	Unless a Peabody communal satellite
Washing lines	Resident responsibility	
Internals		
Blinds on windows and doors in individual home	Resident responsibility	
Chimney Cleaning	Peabody will maintain	
Curtains & Curtain Rails	Resident responsibility	
Domestic Appliances (washing machine, cookers, dishwashers, fridges etc)	Resident responsibility	
Fitted or free standing furniture	Resident responsibility	
Internal painting and wallpapering	Resident responsibility	
Light bulbs	Resident responsibility	
Light fittings	Peabody will repair or replace	
Lofts	Peabody will repair or replace	
Plastering	Peabody will repair or replace	Cracks to plastering only if the width of a £1 coin
Shelves, hooks and rails	Resident responsibility	
Skirting boards	Peabody will repair or replace	
Smoke Detectors	Peabody will repair or replace	Batteries to be replaced by resident
Stairs and bannisters	Peabody will repair or replace	
Bathroom		
Bath Panels	Peabody will repair or replace	
Bath, sinks and taps i.e. leaks and dripping	Peabody will repair or replace	Unless fitted by resident
Chains & Plugs	Resident responsibility	

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Shower curtains and poles	Resident responsibility	
Shower screens	Peabody will repair or replace	
Showers (including electric) and wet rooms including base, head and hose	Peabody will repair or replace	
Tiling	Peabody will repair or replace	Unless fitted by resident
Toilet seats	Resident responsibility	
Toilets and cisterns	Peabody will repair or replace	

Heating and Hot Water

Boiler repairs in individual homes	Peabody will repair or replace	
Boiler servicing	Peabody will provide annual service	
Cold water service tank	Peabody will repair or replace	
HIU repairs in individual homes	Peabody will repair or replace	
HIU Servicing	Peabody will provide annual service	
Hot Water Heaters	Peabody will repair or replace	
Immersion Heaters	Peabody will repair or replace	
Radiators	Peabody will repair or replace	Only if faulty or leaking
Unvented cylinders	Peabody will repair or replace	

Kitchen

Chains & Plugs	Resident responsibility	
Cooker Hoods	Peabody will repair or replace	Only if provided by Peabody
Cooker Switch	Peabody will repair or replace	
Kitchen units including hinges, catches handles and doors	Peabody will repair or replace	
Sink and taps i.e. leaks and dripping	Peabody will repair or replace	
Tiling	Peabody will repair or replace	Unless fitted by resident
Worktops	Peabody will repair or replace	

Communal areas

Communal aerials	Peabody will repair or replace	
Communal balconies	Peabody will repair or replace	
Communal Bins repairs	Peabody will repair or replace	
Communal Doors, locks, handles and glazing	Peabody will repair or replace	
Communal Entrance gates and locks (vehicle or pedestrian)	Peabody will repair or replace	
Communal fobs and keys	Peabody will replace	There will be a charge for this
Communal Gardens	Peabody will maintain	
Communal Heating & Hot Water	Peabody will repair or replace	
Communal lighting	Peabody will repair or replace	
Communal outbuilding or shed	Peabody will repair or replace	
Communal smoke, fire and carbon monoxide detectors	Peabody will repair or replace	
Communal stack or waste pipe	Peabody will repair or replace	
Communal stairs and bannisters	Peabody will repair or replace	
Communal ventilation systems	Peabody will repair or replace	

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Communal washing and rotary lines	Peabody will repair or replace	
Lifts	Peabody will repair or replace	

Ventilation for the Home

Condensation and mould	Peabody will repair or replace	Unless caused by resident lifestyle
Damp caused by building defects i.e. rising damp, damp proof course failure	Peabody will repair or replace	
Individual extraction systems i.e. MEV / MVHR	Peabody will repair or replace	

Doors

Door bells	Peabody will repair or replace	Unless installed by resident
Individual door key (lost or stolen)	Resident responsibility	
Individual front doors, locks, handles & draught excluders	Peabody will repair or replace	
Internal door draught excluders	Resident responsibility	
Internal door glazing	Peabody will repair or replace	
Internal doors, locks and handles	Resident responsibility	
Internal fire doors, locks and handles	Peabody will repair or replace	

Electrical

Electric switches and sockets	Peabody will repair or replace	
Electrical internal wiring and boards	Peabody will repair or replace	
Electric Meters	Resident responsibility	

Flooring

Floor boards	Peabody will repair or replace	
Flooring in kitchen and bathroom	Peabody will repair or replace	standard safety flooring only
Flooring installed by resident i.e. laminate or floor tiles	Resident responsibility	
Flooring other rooms	Resident responsibility	

Water Ingress (Leaks)

Plumbing leaks	Peabody will resolve	
Roof, rooftop gardens and guttering leaks	Peabody will repair or replace	
Waste and drainage leaks e.g. stack pipes and sewers	Peabody will repair or replace	
Waste blockages after resident has tried to resolve	Peabody will repair or replace	Unless caused by communal pipework
Window, door & sill leaks	Peabody will repair or replace	

Pest Control

Pest infestations in individual homes (according to pest policy)	Peabody will treat	Except Bedbugs only treated if in more than one home
Pest infestations in communal or multiple homes (according to pest policy)	Peabody will treat	