

United Reformed Church

Retired Ministers Housing Society

Landlord and Tenant Responsibilities

Policy Guardian

General Manager

Author

General Manager

Operational Responsibility

Maintenance Surveyor

Version

2.0

Approved by Committee of Management

30 January 2018

Effective from

31 January 2018

Date for Review

September 2022

Landlord and Tenant Responsibilities

Repair Description	RMHS*	Tenant	Exceptions
Roof			
Chimneys and stacks	◆		
Roof structure and covering	◆		
Guttering, rainwater pipes	◆		
Fascias, soffits, barge board	◆		
Conservatory repair (existing structures only)	◆		
Conservatory cleaning		◆	
Walls and Canopies			
External walls and render	◆		
Foundations	◆		
Concrete canopies	◆		
Door canopies	◆		
Coping stones	◆		
Tenant's own garden features		◆	
External Windows and Doors			
Window frames and sills	◆		
Glazing	◆		
Glazing, when damaged by tenant/visitor		◆	
Window ironmongery	◆		
Door frames	◆		
External doors	◆		
Threshold strips	◆		
Door locks and ironmongery	◆		
Damaged locks by tenants		◆	
Additional keys		◆	
Gaining entry (lost keys)		◆	
Letter plates	◆		
Staircase			
Stairs	◆		

Bannister and handrails	◆		
Gloss painting		◆	
Repair Description	RMHS*	Tenant	Exceptions
Kitchen			
Kitchen cupboards and units	◆		Tenant to pay if negligent
Draws and doors	◆		
Handles and plinths	◆		
Catches and hinges	◆		
Worktops	◆		
Pipes and Drains			
Soil and vent pipes	◆		
Drains and gully surrounds	◆		
Gully grids	◆		
Manhole covers	◆		
Blocked drains	◆		Tenant to pay if negligent
Underground bursts	◆		
Gardens and Boundaries			
Garden maintenance		◆	
RMHS' boundary walls or fence	◆		
Gates	◆		
Paths, steps and other means of access	◆		
Rotary lines		◆	
Concrete line posts	◆		
Garden shed and outbuildings		◆	
Internal Windows and Doors			
Internal sills, uPVC or timber	◆		
Skirting boards	◆		
Window vents	◆		
Door handles and latch	◆		Tenant to pay if negligent
Easing and adjusting	◆		
Walls			
Internal walls	◆		

Major plaster repairs	◆		
Minor plaster repairs	◆		
Repair Description	RMHS*	Tenant	Exceptions
Hairline cracks in plaster		◆	
Wall tiles	◆		
Regrouting	◆		
Floors			
Concrete floors	◆		
Vinyl flooring		◆	
Floorboards and joists	◆		
Carpets and laminates		◆	
Door strips		◆	
Lighting			
Light bulbs		◆	
Fluorescent light bulbs		◆	
Security lighting		◆	
Tenant's own security light		◆	
Light pendants and fittings	◆		
Fireplace			
Fire surrounds	◆		
Chimney sweeping		◆	
Replacement fires due to fault	◆		
Tenant's choice fireplace		◆	
Bathroom			
Bathroom suite	◆		
Bath panels	◆		
Airing cupboard shelves		◆	
Internal pipe boxing		◆	
Toilet roll holders		◆	
Shower curtains		◆	
Electrical Items			
Electrical wiring and trunking	◆		
Hard wired smoke alarms	◆		

Battery smoke alarms	◆		
Plugs to appliances		◆	
Repair Description	RMHS*	Tenant	Exceptions
TV aerial sockets	◆		
TV aerials and satellite dishes		◆	
Sockets and switches	◆		
Consumer units	◆		
Storage heaters	◆		
Electric fires		◆	Unless in place of CH
Immersion heaters	◆		
Cookers		◆	
Disconnection and reconnection of cookers		◆	
Extractor fans	◆		
Doorbells, if hard wired	◆		
Battery doorbells		◆	
Home Energy Efficiency			
Draughtproofing to windows and doors	◆		
Hot water cylinder jackets	◆		
Loft insulation	◆		Possible grant
Cavity wall insulation	◆		Possible grant
Energy efficient light bulbs		◆	
Draughtproofing to windows and doors	◆		
Redecorations			
Glossing and staining		◆	
External redecoration (5-year programme)	◆		
Internal redecoration		◆	
Plumbing			
Water service pipes, overflows and tanks	◆		
Blocked sinks, baths, basins	◆		Tenant to pay if negligent
Taps, stop taps and wheel valves	◆		
Blocked toilets	◆		Tenant to pay if negligent
Sink units	◆		

Toilet flushing mechanism	◆		
Toilet seats		◆	
Repair Description	RMHS*	Tenant	Exceptions
Shower trays	◆		
Blocked level access shower	◆		
Plugs and chains		◆	
Showers, if owned by RMHS	◆		
Tenant's own shower		◆	
Silicone sealant	◆		
Bleeding of radiators	◆		
Shower heads and hoses		◆	
Ceiling			
Repairs and renewals	◆		
Hairline cracks		◆	
Patch repairs	◆		
Full ceiling decorations		◆	

*Where a tenant has a share in the property, they will pay their proportion of the repair