

MAINTENANCE RESPONSIBILITY CHECKLIST

Maintenance Issue	Landlord	Tenant	Comments
Replacing Taps	✓		
Replacing Tap Washers	✓		
Replacing Light Bulbs		✓	Including those in appliances and outside lighting
Replacing Light Consumables		✓	Filters, batteries etc
Tightening Screws		✓	Curtain poles, door handles, kitchen cupboards etc.
Mowing Lawn, Weeding, clearing leaves & general gardening		✓	
Light Pruning		✓	Do not cut down or undertake severe pruning of mature plants, shrubs etc. without the landlord's permission
Cleaning of Patio/ paving		✓	To avoid slip hazards
Removal of Moss & leaves from Gutters	✓		It is your responsibility to notify the Agent if the gutters need cleaning, clearing or repairing
Bleeding Radiators		✓	
Leak from Radiator	✓		If caused by erosion or wear, however it is your responsibility if you have caused the damage*
Re-igniting pilot light/boiler (initial troubleshooting)		✓	As long as you have been provided with a manual/ instruction, you should undertake initial troubleshooting before reporting it to the Agent
Boiler Maintenance & Service	✓		
Replacing Fuses	✓		
Appliance Repairs	✓		Unless the damage is caused by you*
Appliance upkeep		✓	Includes filter and general cleaning, checking pipes, adding chemicals as required etc.
House alarm servicing	✓		If the system is used by you, any security company charge should be paid by you
Electrical Repairs & Checks	✓		Unless the damage is caused by you*
Unblocking Drains		✓	Please refer to your tenancy agreement for full details
Replacing shower heads, clasps, hoses	✓		
Tightening clasp fittings, towel rails etc.	✓		
Cleaning and de-scaling of showers and showerheads	✓		
Shower plumbing/electrical repairs	✓		Unless the damage is caused by you*
Repairs to bath and shower seals	✓		
Preserving bath and shower seals		✓	
Damp – external	✓		Unless this is caused by you (e.g. poor installation of satellite cabling) *
Damp – Internal	✓	✓	If the damp is a result of your lifestyle, it is your responsibility
Locks	✓	✓	Depending on the cause of the problem*
Chimneys	✓	✓	The landlord is responsible for having the chimneys swept prior to your tenancy; it is your responsibility to arrange this during and at the end of the tenancy*

*Work to be undertaken by a suitably qualified contractor

Please note that if we or the landlord arrange for maintenance work to be undertaken and the fault is found to be caused by you, you will be responsible for the cost.

IN AN EMERGENCY

Any emergencies should be reported immediately, either to us (during our office hours – please contact Emergency contact number provided), can be reported by logging in with the details provided, or the relevant emergency department depending on the circumstances.

This table explains the best action to take in some emergency situations.

Situation	Is This an Emergency	Who Do I Call?	Comments
No Heating	Depends on time of year and circumstances	London Properties	If the office is closed for an extended period (Christmas), contact an emergency provider
No Hot Water	No	London Properties	If the office is closed for an extended period (Christmas), contact an emergency provider
No Water Supply	Yes, if there is no running water at all	London Properties	Check: Your supplier to establish if there is a known issue
No Power Supply	Yes, if total loss of power in the property which doesn't extend to neighbours	London Properties	Check: <ul style="list-style-type: none"> The fuse board Neighbouring properties Your supplier to establish if there is a known fault
Gas Leak	Yes	National Grid	Emergency number: 0800 111 999
Carbon Monoxide Alert	Yes	London Properties	Turn off all appliances, open windows (ideally) and leave the premises
Fire	Yes	Fire Department	Emergency Number: 999
Plumbing Leaks	Yes, if it cannot be contained and is causing damage	London Properties	Do: <ul style="list-style-type: none"> Turn the water off Take extra care if leak is through or near any electrical fittings Alert neighbours if water is leaking from their properties
Roof Leaks	Yes, if the leak is causing major damage or is affecting an electrical fitting	London Properties	
Roof Damage	Yes, if hazardous to people or property	London Properties	
Gutters & Downpipes	No, unless water is entering the building causing major damage or if hazardous to people or property	London Properties	
Blocked sink, basin, bath etc.	No		Normally tenant responsibility unless it can be proven that blockage was not caused by you. Advice – Please use One Shot or and block cleaner
Blocked Toilet	Yes, if there is only one toilet in the property		Normally tenant responsibility unless it can be proven that blockage was not caused by you.
Drains	Yes, if damage is being caused	London Properties	
Locks / Doors	Yes, if you are unable to secure the property or have lost your keys	Police if a crime has been committed	Normally tenant responsibility unless it can be proven that damage/issue was not caused by you
Broken Windows	Yes, if you are unable to secure the property	Police if a crime has been committed	Normally tenant responsibility unless it can be proven that damage/issue was not caused by you

Please note that if an emergency call-out is arranged and the contractor finds the issue not to be an emergency and could have been dealt with during our normal office hours, you will be responsible for the cost.