



| <b>REPAIRS &amp; MAINTENANCE RESPONSIBILITIES</b>  | <b>Tenant</b> | <b>OVHA</b> |  |
|--|---------------|-------------|--|
| <b>ELECTRICAL</b>                                  |               |             |  |
| Communal aerial or satellite dish                  |               | X           |  |
| Individual TV aerials                              | X             |             |  |
| Wiring circuits, sockets installed by OVHA.        |               | X           |  |
| Battery replacement for smoke detector/carbon      | X             |             |  |
| Hard wired smoke, heat and CO detectors            |               | X           |  |
| Immersion heaters                                  |               | X           |  |
| Extractor fans                                     |               | X           |  |
| Electric meter and supply                          |               | X           |  |
| Light switches, sockets, cooker control switches   |               | X           | Unless damaged by tenant, visitors etc                           |
| Stairlifts   |               | X           |  |
| Loss of power                                      |               | X           | Unless caused by the tenants appliance/bulb                      |
| Tenants own appliances and white goods             | X             |             |  |
| Plugs and fuses                                    | X             |             |  |
| Disconnection and reconnection of electric cookers | X             |             |  |
| Electric fire - fuses, plugs and surrounds         | X             |             | Unless fitted by OVHA  |
| Bars on electric fires supplied by OVHA            |               | X           |  |
| <b>KITCHEN</b>                                     |               |             |  |
| Kitchen cupboards, units and worktops              |               | X           | Through fair wear & tear and damage not caused by tenant/visitor |
| Drawers and doors                                  |               | X           | Through fair wear & tear and damage not caused by tenant/visitor |
| Handles and plinths                                |               | X           | Through fair wear & tear and damage not caused by tenant/visitor |
| Catches and hinges                                 |               | X           | Through fair wear & tear and damage not caused by tenant/visitor |
| Cookers gas & electric (including connection)      | X             |             |  |
| Sink bowl and drainer                              |               | X           | Through fair wear & tear and damage not caused by tenant/visitor |
| White goods (e.g. washing machines & fittings)     | X             |             |  |
| <b>DOORS</b>                                       |               |             |  |
| Door bell & door chains                            | X             |             | Unless fitted by OVHA  |
| Lost/broken keys                                   | X             |             |  |
| Forced entry                                       | X             |             |  |
| Door locks (yale & mortice)                        |               | X           |  |
| Letterbox  |               | X           |  |
| Outside doors (including doors to flats in closes) |               | X           |  |
| Door entry system                                  |               | X           |  |
| Internal doors                                     |               | X           | When not deliberately damaged and is through wear & tear         |
| Threshold strips                                   |               | X           |  |

|   |   |   |   |
|---|---|---|---|
| Door entry system handset                                 |   | X |   |
| <b>WINDOWS</b>  |   |   |   |
| Glazing   |   | X |   |
| Glazing caused by criminal damage. Crime ref. no. to be   |   | X |   |
| Glazing damaged by tenant/visitor                         | X |   |   |
| Sash cords (ropes for windows)                            |   | X |   |
| External and internal cills                               |   | X |   |
| Vents   |   | X |   |
| Window catches, frames and handles                        |   | X |   |
| Window locks where fitted by OVHA                         |   | X |   |
| Easing and adjusting window frames                        |   | X |   |
| Window locks where fitted by current tenant               | X |   |   |
| <b>BATHROOM</b>   |   |   |   |
| Bath  |   | X | Unless chipped or damaged by tenant. Please be advised we may re-enamel bath and not replace it |
| Toilet pan  |   | X | Unless damaged by tenant  |
| Wash hand basin   |   | X | Unless damaged by tenant  |
| Cistern   |   | X | Unless damaged by tenant  |
| Shower unit/overhead shower, inc. plumbing and            |   | X | Unless damaged by tenant  |
| Shower tray   |   | X | Unless damaged by tenant  |
| Shower heads and hoses                                    |   | X | Unless damaged by tenant  |
| Shower curtains   | X |   |   |
| Bath panels   |   | X | Unless damaged by tenant  |
| Ball valves and flush handles                             |   | X |   |
| Toilet seat   | X |   |   |
| <b>HEATING</b>  |   |   |   |
| Fireplace, firebasket, back bricks and tiles              |   | X |   |
| Electric and solid fuel installations and all maintenance |   | X |   |
| Gas boilers/maintenance of gas boilers                    |   | X |   |
| Storage heaters   |   | X |   |
| Gas & electric fires                                      |   | X | Unless fitted by tenant   |
| Electric heaters  | X |   | Unless provided by OVHA   |
| Timers, thermostats and pumps                             |   | X |   |
| Radiators and pipes                                       |   | X | Includes bleeding radiators   |
| Chimney sweeping (other than at annual service of solid   | X |   |   |
| <b>PLUMBING</b>   |   |   |   |
| Domestic water supply and distribution (inc. storage tank |   | X |   |
| Initial plumbing repairs/unblockage i.e. blocked sinks,   | X |   |   |
| Provision of new washing machine fittings                 | X |   |   |
| Blocked sinks baths or toilets                            | X |   | Unless blockage is in main pipes  |
| Hot & cold water supply                                   |   | X |   |

|   |   |   |   |
|---|---|---|---|
| Taps, stop taps, wheel valves and washers                   |   | X | Unless taps fitted by tenant  |
| Replacement plugs and chains for sink, wash-hand basin      | X |   |   |
| External downpipes, gutter, overflows & waste pipes (rain)  |   | X |   |
| Cleaning and repairing of gutters                           |   | X |   |
| <b>PIPES &amp; DRAINS</b>                                   |   |   |   |
| Soil and vent pipes   |   | X |   |
| Drains and gully surrounds                                  |   | X | Main sewers responsibility of Scottish Water  |
| Gully grids   |   | X |   |
| Manhole covers  |   | X |   |
| Underground bursts  |   | X |   |
| <b>STRUCTURE</b>  |   |   |   |
| Chimneys  |   | X |   |
| Door canopies   |   | X |   |
| Ceilings & floors   |   | X | Except decoration & floor coverings (e.g. laminate, vinyls and carpets)   |
| Roughcast and plastering                                    |   | X |   |
| Floor boards and joists                                     |   | X |   |
| Internal stairs and skirtings                               |   | X |   |
| Plaster cracks, internal decoration, including minor cracks | X |   |   |
| External redecoration. Plasterwork following structural     |   | X |   |
| Loft/roof & roof tiles, ridge tiles and slates              |   | X |   |
| Pointing & minor brickwork                                  |   | X |   |
| External soffits & fascias                                  |   | X |   |
| <b>MISCELLANEOUS</b>  |   |   |   |
| Internal banister and handrails                             |   | X |   |
| External redecoration                                       |   | X |   |
| Binstores   |   | X |   |
| Garages not supplied by OVHA                                | X |   |   |
| Hat/coat racks, hooks, shelves etc not provided by OVHA.    | X |   |   |
| Curtain rails   |   | X | Unless fitted by tenant   |
| Loose floor coverings                                       | X |   |   |
| Airing cupboard shelves                                     |   | X |   |
| Internal pipe boxing  |   | X |   |
| Re-grouting   |   | X |   |
| Moss removal from roof                                      |   | X |   |
| <b>PEST INFESTATIONS</b>                                    |   |   |   |
| Rats  |   | X | Infestations inside/external walls (e.g. mice, wasp hives) Infestations related to pet ownership e.g. fleas   |
| <b>GARDEN</b>   |   |   |   |
| Gates   |   | X |   |
| Clothes drying poles and rotary driers provided by OVHA.    | X |   | OVHA are responsible for the spike that holds the rotary drier, replacing a broken drier following tenancy start is tenant responsibility. OVHA are responsible for communal rotary driers. |
| Clothes ropes   | X |   |   |

|   |   |   |  |
|---|---|---|--|
| External hand rails                                     |   | X |  |
| Boundary and divisional fencing/gates/walls provided by |   | X |  |
| Paths - to main access front and rear                   |   | X |  |
| Steps   |   | X |  |
| Garden sheds and greenhouses not supplied by OVHA       | X |   |  |
| Clearing of rubbish at all times.                       | X |   |  |
| Fencing installed by tenant                             | X |   |  |
| Individual garden maintenance                           | X |   |  |
| <b>HOME ENERGY EFFICIENCY</b>                           |   |   |  |
| Loft insulation   |   | X |  |
| Draught proofing to windows and doors                   |   | X |  |
| Cavity wall insulation                                  |   | X |  |
| <b>LIGHTING</b>   |   |   |  |
| Light bulbs, tubes & non standard fittings              | X |   |  |
| Communal stair lighting                                 |   | X |  |
| External lights (where supplied by OVHA)                |   | X |  |
| Standard light fittings                                 |   | X |  |
| Light fittings installed by tenants                     | X |   |  |
| <b>CEILINGS</b>   |   |   |  |
| Repairs and renewals                                    |   | X |  |
| Hairline cracks   |   | X |  |
| Patch repairs   |   | X |  |
| Artex ceilings & patch repairs                          |   | X |  |
| Artex full ceiling                                      | X |   |  |