

Repair Responsibilities

This list is not exhaustive

OVHA	Tenant
Electrical	
Wiring, circuits, sockets installed by OVHA. Bars on electric fires supplied by OVHA	Electric Fire - fuses, plugs, surrounds. Television aerials (except communal systems or at change of tenancy) and satellite dishes
Immersion heater	Plugs and fuses
Standard light fittings	Light bulbs, non standard fittings
Extractor fan	Tenant's own appliances and white goods
Hard wired smoke, heat and CO detectors	Smoke detector batteries (non hard-wired alarms only)
Communal stair lighting	
Communal television aerial or satellite dish	
Light switches, sockets, cooker control switches, (unless damaged by tenant, visitors etc.)	
Loss of power (unless caused by the tenant's appliance/bulb)	
External lights (where supplied by OVHA)	
Plumbing	
Domestic water supply and distribution (inc storage tank and hot water cylinder)	Plugs and chains for sink, wash-hand basin and bath
Drains from house to main sewer (not main sewers - they are the responsibility of Scottish Water)	Provision of new washing machine fittings
Shower unit/overhead shower, inc plumbing and electrics, where it was installed by OVHA	Shower unit/overhead shower, inc plumbing and electrics, installed by current tenant
Replacement of damaged sanitary fittings - where is due to wear & tear	Replacement of damaged sanitary fittings - where <u>not</u> due to wear & tear
External Downpipes and Waste pipes (rain & soil)	
Cleaning and repairing of Gutters	Initial plumbing repairs/unblockage i.e. blocked sinks, WHB, Bath or Toilet
Bath (unless chipped or damaged by tenant. Please be advised that we may re-enamel your bath and not replace it)	Toilet Seat
Shower Unit (unless fitted by tenant)	
Windows	
Windows, external doors and external glazing will <u>only</u> be repaired where breakage is by a third party and the incident is reported to the Police. Tenants should obtain an incident report number from the Police	All glassing other than that broken through vandalism or by a third party and not reported to the Police
Sash cords (ropes for windows)	Curtain rails
Sills	
Window catches, frames, handles	
Window locks where fitted by OVHA	Window locks where fitted by current tenant
Doors	
External door locks	Door bell (where not fitted by OVHA) and door chain
Doorbell, door locks	Locks (damaged by you or your visitors)
Door entry systems	
Letterbox	

Outside doors (including doors to flats in closes)	Keys (lost or broken). OVHA can arrange to get you into your home and can change your locks, if you are locked out but there is a charge for this service
Internal doors, when not deliberately damaged and is through wear and tear	Internal doors damaged by you or your visitors including glass (this must be replaced with safety glass)
	Forced access to your home (this will be rechargeable)
Kitchen	
Kitchen units, sink bowl and drainer (through fair wear and tear)	Cooker and all other white goods not belonging to OVHA Kitchen units where not through wear and tear (this will be rechargeable)
Heating	
Chimney, fireplace, firebasket, back bricks and tiles	Chimney sweeping (other than at annual service of solid fuel system)
Gas/electrical/solid fuel installations: servicing and repair	Focus fires, when installed by the tenant
Pipes and radiators	
Timers, thermostats and pumps	
Fans	
Structural	
Ceilings, floors	Laminate flooring
Roughcast and Plastering	Plaster cracks
	Internal redecoration, including minor cracks and holes in walls and ceilings, (e.g. holes following removal of a shelf) in plaster work. Also when wall paper not properly removed causing plaster repairs.
Stairs, walls, skirtings	
Miscellaneous	
Clothes drying poles and rotary driers provided by OVHA. (rotary driers will be rechargeable if replaced more than once in a 5 year period)	Clothes ropes
Boundary and divisional fencing/gates/walls - subject to safety considerations as per our Policy. Communal areas i.e. stairwells, lighting, banisters etc	Areas around the property that have been slabbed, walls erected as part of landscaping at any time by the tenant will not be repaired or maintained by OVHA.
Bannister (internal)	
	Hat/coat racks, hooks, shelves etc not provided by OVHA. Garden sheds, greenhouses or garages erected by you or a previous tenant (i.e. not supplied by OVHA)
Front access and communal access footpaths	
External redecoration. Plasterwork following structural movement or works carried out by OVHA	Rear access paths that are not shared
Guttering	
Roofs	
Pest Infestations	
Rats	Infestations inside/external walls (e.g. mice, wasp hives.)
	Infestations related to pet ownership e.g. fleas

Garden	
Gates	Clearing of rubbish at all times
Fences (boundary)	Fencing fitted by tenant
Handrail (external)	Trees, shrubs, hedges and grass (unless part of the garden scheme)
Path - to main access, to garden, public	
Steps	
Disclaimer	
OVHA shall carry out repairs as instructed by our tenants even though these are rechargeable. The cost of the repair shall require to be paid before the works are carried out	