



REPAIRS & MAINTENANCE RESPONSIBILITIES	Tenant	OVHA	
ELECTRICAL			
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	
KITCHEN			
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		
DOORS			
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	
WINDOWS			
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		
BATHROOM			
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		
HEATING			
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		
PLUMBING			
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	
PIPES & DRAINS			
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	
STRUCTURE			
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	
MISCELLANEOUS			
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	
PEST INFESTATIONS			
Rats		X	Infestations inside/external walls (e.g. mice, wasp hives) Infestations related to pet ownership e.g. fleas
GARDEN			
Gates		X	
Clothes drying poles and rotary driers provided by OVHA.		X	
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		
HOME ENERGY EFFICIENCY			
Loft insulation		X	
Draught proofing to windows and doors		X	
Cavity wall insulation		X	
LIGHTING			
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		
CEILINGS			
Repairs and renewals		X	
Hairline cracks		X	
Patch repairs		X	
Artex ceilings & patch repairs		X	
Artex full ceiling	X		