

Repair Responsibilities: Shared Owners and Leaseholders



	Responsibility	Exceptions
External areas		
Boundary / dividing walls and fences of individual gardens	Leaseholder Responsibility	Only walls and fences that belong to Peabody
CCTV	Peabody will repair or replace	
Chimney and flue repairs	Leaseholder Responsibility	
Damage following a forced entry by Peabody or emergency services	Leaseholder Responsibility	
Damaged caused following a break in	Leaseholder Responsibility	
External walls e.g. brickwork, rendering, cladding and porches	Peabody will repair or replace	
Free standing individual outbuildings & sheds	Leaseholder Responsibility	
Garages	Leaseholder Responsibility	
Glazing and frames to window or door	Leaseholder Responsibility	Unless lease states otherwise
Individual balconies	Leaseholder Responsibility	Unless lease states otherwise
Individual gardens, patios and trees	Leaseholder Responsibility	
Individual property aerials	Leaseholder Responsibility	Only if installed by Peabody
Individual property external lighting	Leaseholder Responsibility	Only if installed by Peabody
Individual property front path	Leaseholder Responsibility	Only for health and safety reasons
Individual property gates	Leaseholder Responsibility	
Individual rear patio areas	Leaseholder Responsibility	
Painting and making good of external areas	Peabody will repair and maintain	
Roof damage	Peabody will repair or replace	
Satellite dishes	Leaseholder Responsibility	Unless a Peabody communal satellite
Washing lines	Leaseholder Responsibility	
Internals		
Blinds on windows and doors in individual home	Leaseholder Responsibility	
Chimney Cleaning	Leaseholder Responsibility	
Curtains & Curtain Rails	Leaseholder Responsibility	
Domestic Appliances (washing machine, cookers, dishwashers, fridges etc)	Leaseholder Responsibility	
Fitted or free standing furniture	Leaseholder Responsibility	
Internal painting and wallpapering	Leaseholder Responsibility	
Light bulbs	Leaseholder Responsibility	
Light fittings	Leaseholder Responsibility	
Lofts	Leaseholder Responsibility	Unless part of a communal loft
Plastering	Leaseholder Responsibility	Cracks to plastering only if the width of a £1 coin
Shelves, hooks and rails	Leaseholder Responsibility	
Skirting boards	Leaseholder Responsibility	Batteries to be replaced by resident.
Smoke Detectors	Peabody will repair or replace	If smoke detector is individual to the unit then it is the responsibility of the leaseholder to repair or replace. If the smoke detector is connected to the buildings fire alarm system then it is Peabody's responsibility.
Stairs and bannisters	Leaseholder Responsibility	
Bathroom		

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Bath Panels	Leaseholder Responsibility
Bath, sinks and taps i.e. leaks and dripping	Leaseholder Responsibility
Chains & Plugs	Leaseholder Responsibility
Shower curtains and poles	Leaseholder Responsibility
Shower screens	Leaseholder Responsibility
Showers (including electric) and wet rooms including base, head and hose	Leaseholder Responsibility
Tiling	Leaseholder Responsibility
Toilet seats	Leaseholder Responsibility
Toilets and cisterns	Leaseholder Responsibility

Heating and Hot Water

Boiler repairs in individual homes	Leaseholder Responsibility	
Boiler servicing	Leaseholder Responsibility	
Cold water service tank	Leaseholder Responsibility	
HIU repairs in individual homes	Leaseholder Responsibility	Unless lease states otherwise
HIU Servicing	Leaseholder Responsibility	Unless lease states otherwise
Hot Water Heaters	Leaseholder Responsibility	
Immersion Heaters	Leaseholder Responsibility	
Radiators	Leaseholder Responsibility	Only if faulty or leaking
Unvented cylinders	Leaseholder Responsibility	

Kitchen

Chains & Plugs	Leaseholder Responsibility
Cooker Hoods	Leaseholder Responsibility
Cooker Switch	Leaseholder Responsibility
Kitchen units including hinges, catches handles and doors	Leaseholder Responsibility
Sink and taps i.e. leaks and dripping	Leaseholder Responsibility
Tiling	Leaseholder Responsibility
Worktops	Leaseholder Responsibility

Communal Areas

Communal aerials	Peabody will repair or replace	
Communal balconies	Peabody will repair or replace	
Communal Bins repairs	Peabody will repair or replace	
Communal Doors, locks, handles and glazing	Peabody will repair or replace	
Communal Entrance gates and locks (vehicle or pedestrian)	Peabody will repair or replace	
Communal fobs and keys	Peabody will replace	There will be a charge for this
Communal Gardens	Peabody will maintain	
Communal Heating & Hot Water	Peabody will repair or replace	
Communal lighting	Peabody will repair or replace	
Communal outbuilding or shed	Peabody will repair or replace	
Communal smoke, fire and carbon monoxide detectors	Peabody will repair or replace	
Communal stack or waste pipe	Peabody will repair or replace	

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Communal stairs and bannisters	Peabody will repair or replace
Communal ventilation systems	Peabody will repair or replace
Communal washing and rotary lines	Peabody will repair or replace
Lifts	Peabody will repair or replace

Ventilation for the Home

Condensation and mould Damp caused by building defects i.e. rising damp, damp proof course failure	Leaseholder Responsibility	Unless caused by resident lifestyle
Individual extraction systems i.e. MEV / MVHR	Peabody will repair or replace	
	Leaseholder Responsibility	

Doors

Door bells	Leaseholder Responsibility	
Individual door key (lost or stolen)	Leaseholder Responsibility	
Individual front doors, locks, handles & draught excluders	Leaseholder Responsibility	Unless lease states otherwise
Internal door draught excluders	Leaseholder Responsibility	
Internal door glazing	Leaseholder Responsibility	
Internal doors, locks and handles	Leaseholder Responsibility	
Internal fire doors, locks and handles	Leaseholder Responsibility	

Electrical

Electric switches and sockets	Leaseholder Responsibility	
Electrical internal wiring and boards	Leaseholder Responsibility	
Electric Meters	Leaseholder Responsibility	

Flooring

Floor boards	Leaseholder Responsibility	
Flooring in kitchen and bathroom	Leaseholder Responsibility	
Flooring installed by resident i.e. laminate or floor tiles	Leaseholder Responsibility	
Flooring other rooms	Leaseholder Responsibility	

Water Ingress (Leaks)

Plumbing leaks	Leaseholder responsibility	Unless caused by communal pipework
Roof, rooftop gardens and guttering leaks	Peabody will repair or replace	
Waste and drainage leaks e.g. stack pipes and sewers	Peabody will repair or replace	
Waste blockages after resident has tried to resolve	Leaseholder responsibility	Unless caused by communal pipework
Window, door & sill leaks	Peabody will repair or replace	

Pest Control

Pest infestations in individual homes (according to pest policy)	Leaseholder responsibility	
Pest infestations in communal or multiple homes (according to pest policy)	Peabody will treat	