

Who is responsible for repairs?

| Repair | Comment | Newydd | Tenant |
|--------------------------------|--|--------|--------|
| Bathroom fixtures and fittings | Except toilet seats, bathroom cabinets, mirrors, shower curtains, towel rails and toilet roll holders | ✓ | |
| Baths | Except unblocking waste pipes | ✓ | |
| Carpentry | General carpentry work except where the repair is due to tenant damage or tenant alterations | ✓ | |
| Chains and plugs | On basins, baths and sinks | | ✓ |
| Chimneys | | ✓ | |
| Communal areas | Internal communal areas to flats and sheltered schemes | ✓ | |
| Decoration (external) | | ✓ | |
| Decoration (internal) | Except when damage is caused by structural defect. Landlord responsibility for communal areas in flats and sheltered schemes | | ✓ |
| Domestic appliances | Such as cookers, fridges, washing machines, dishwashers | | ✓ |
| Door frame | | ✓ | |
| Doors | Internal and external, including frames, hinges, door jambs, thresholds, letterboxes and handles | ✓ | |
| Fences and gates | Installed by Newydd | ✓ | |
| Fire grates and surrounds | Installed by Newydd | ✓ | |
| Fixtures and fittings | Such as coat hooks, curtains, curtain rails | | ✓ |
| Floor boards | | ✓ | |
| Floor covering | Including adapting doors to accommodate carpets | | ✓ |
| Front door lock | Except locks to communal doors | | ✓ |
| Garages | | ✓ | |
| Gardening maintenance | Communal areas on estates and sheltered schemes | ✓ | |
| Gas | Annual gas servicing to boilers and other gas appliances installed by Newydd | ✓ | |
| Glazing | If broken into you must get a crime number from the police | | ✓ |

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| Hand basins | Except blockages caused by the tenant or their visitors | ✓ | |
| Heating | Including storage heaters and fitted electric fires. Except bleeding radiators | ✓ | |
| Hot water heaters | Including cylinder jackets | ✓ | |
| Immersion heaters | | ✓ | |
| Infestations | By ants, wasps, bees, cockroaches, mice, rats or bedbugs | | ✓ |
| Internal door locks | | | ✓ |
| Kitchen units | Except domestic appliances (cookers, fridges, freezers, microwave ovens, toasters etc) | ✓ | |
| Kitchen worktops | | ✓ | |
| Light fittings | Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters | ✓ | |
| Locks of any type | Except locks to communal doors | | ✓ |
| Loss of front and rear door keys | Including repairs to forced entry if you get locked out | | ✓ |
| Paths | Including steps, footpaths and ramps | ✓ | |
| Plastering | | ✓ | |
| Plumbing repairs and leaks | Except washing machines, dishwashers and bleeding radiators | ✓ | |
| Porches | Except glazing | ✓ | |
| Re-lighting pilot lights | Including resetting heating controls or programmers | | ✓ |
| Re-washer taps | | ✓ | |
| Showers | Except curtains and rails | ✓ | |
| Sink units | Except unblocking | ✓ | |
| Skirting boards | | ✓ | |
| Stairs | | ✓ | |
| Switches and sockets | Except dimmer switches | ✓ | |
| Telephone points | | | ✓ |
| TV aerial, sockets, satellite dishes | Unless communal | | ✓ |
| Washing line | Unless communal | | ✓ |
| Waste blockages | Including basins, bath, toilets | | ✓ |
| Toilet seats | | | ✓ |
| Windows | Including sills, catches, sash cords and frames | ✓ | |