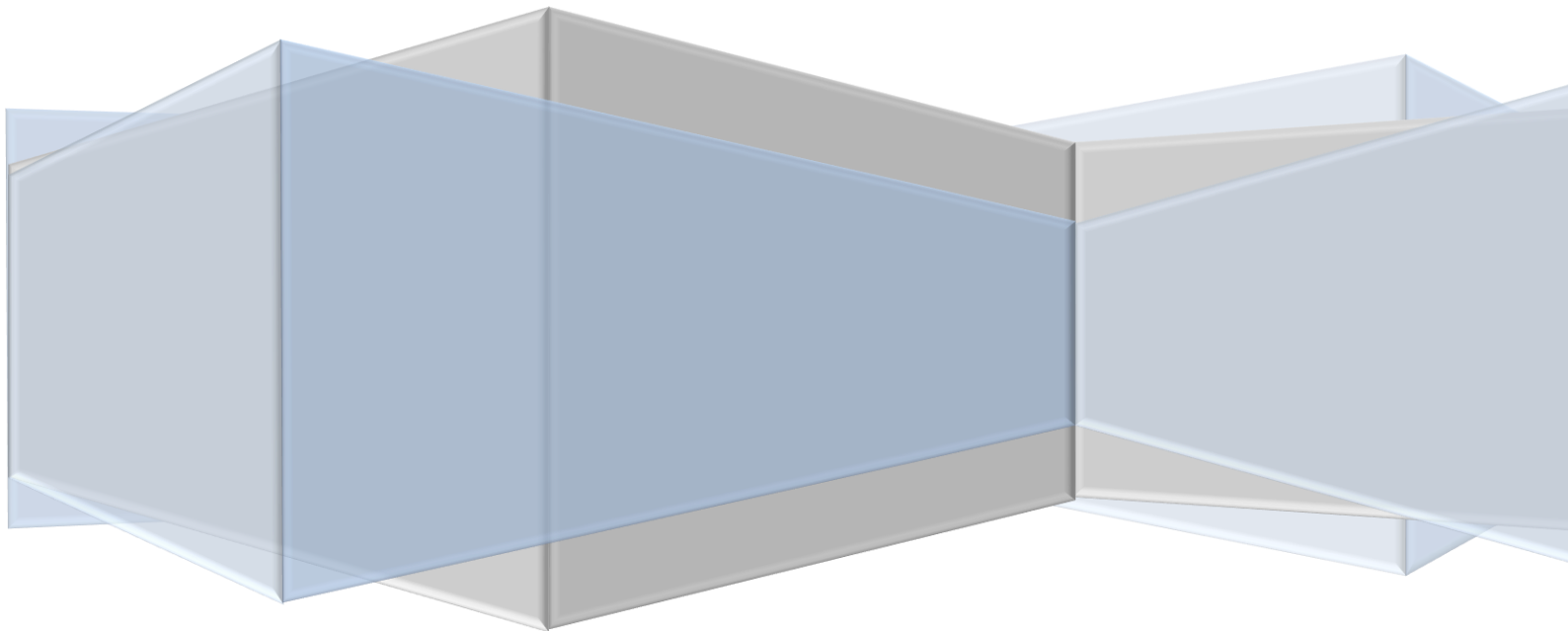




# **Tenant and Landlord Responsibilities and Timescales**



<b>REPAIR</b>	<b>LANDLORD</b>	<b>TENANT</b>	
<b>Notifying Repairs</b>		X	
<b>Any alteration or improvement you have carried out to the property</b>		X	<i>Permission required before installation</i>
<b>Water damage caused by push-on shower adapters</b>		X	
<b>Bath</b>	X		
<b>Bathroom and Kitchen tiles</b>	X		
<b>Blocked drains (caused by you)</b>		X	
<b>Blocked sink (caused by you)</b>		X	
<b>Blocked toilet (caused by you)</b>		X	
<b>Carbon monoxide detectors</b>	X		<i>Tenant required to regularly check and vacuum</i>
<b>Catches and ironmongery on windows, excluding tightening handles</b>	X		
<b>Ceilings and walls</b>	X		
<b>Central heating pipes, timer clocks, thermostats and pumps</b>	X		
<b>Chimney sweeping</b>	X		
<b>Chimney, flue, pots and cowls</b>	X		
<b>Clothes lines, cords and props</b>		X	
<b>Clothes poles and rotary driers (installed by us)</b>	X		
<b>Cold water supply and storage tank</b>	X		
<b>Commissioning heating systems when gas or oil has run out</b>	X		<i>Will be recharged to tenant</i>
<b>Communal areas hall and stair lighting</b>	X		
<b>Communal door entry systems</b>	X		
<b>Cooker socket</b>	X		
<b>Door bells, if fitted by us</b>	X		
<b>Door closers</b>	X		
<b>Door numbers</b>	X	X	<i>Tenants must not fix numbers directly to the door unless of an adhesive nature. Door names require permission</i>
<b>Door stoppers</b>	X		
<b>Draught excluders and draught strips to external doors only</b>	X		
<b>Electric fires (installed by you)</b>		X	

<b>REPAIR</b>	<b>LANDLORD</b>	<b>TENANT</b>
<b>Entrance steps</b>	X	
<b>External doors, locks, handles and glass if not damaged by you</b>	X	
<b>Extractor Fans</b>	X	<i>Tenant required to regularly clean</i>
<b>Fencing (installed by us)</b>	X	
<b>Fire fronts, grates and ash pans</b>	X	
<b>Fireplace tiles</b>	X	
<b>Floors, but not floor coverings</b>	X	
<b>Floor coverings including carpets, linoleum, laminate flooring</b>		X
<b>Fluorescent light tubes</b>		X
<b>Foundations</b>	X	
<b>Garages (provided by us)</b>	X	
<b>Gas and oil servicing</b>	X	<i>Failure to comply with these will result in recharge</i>
<b>Gas oven capping</b>	X	<i>Will be recharged to tenant</i>
<b>Glass in windows damaged by you including double-glazed units</b>		X
<b>Heating systems - gas, oil, electric and solid fuel (installed by us)</b>	X	<i>If no credit in gas/electric meter or oil has run out is the cause, this will be recharged to tenant</i>
<b>Hot water supply and storage tank</b>	X	
<b>Immersion heater</b>	X	
<b>Insurance - buildings</b>	X	
<b>Insurance - household contents including all types of floor coverings</b>		X
<b>Internal decoration, including covering hairline cracks</b>		X
<b>Internal doors, locks, handles and glass if not damaged by you</b>	X	
<b>Kitchen units excluding tightening and adjusting doors and handles</b>	X	
<b>Laminate flooring</b>		X <i>Permission required before installation</i>
<b>Light bulbs</b>		X
<b>Light fittings</b>		X <i>If fitted by tenant</i>
<b>Light pendants</b>	X	

<b>REPAIR</b>	<b>LANDLORD</b>	<b>TENANT</b>
<b>Light switches</b>	X	
<b>Loose door handles</b>		X
<b>Lost keys</b>		X
<b>Lubrication of moving parts of windows</b>		X
<b>Meter box doors</b>	X	<i>If not damaged by neglect</i>
<b>Mould on walls, ceilings and window frames, as a result of excessive condensation</b>		X
<b>Outside decoration of house</b>	X	
<b>Outside lights (installed by us)</b>	X	
<b>Outside lights (installed by you)</b>		X
<b>Outside woodwork</b>	X	
<b>Overflow pipes</b>	X	
<b>Paths (installed by us)</b>	X	
<b>Pest control</b>		X
<b>Plugs, fuses and fuse wire</b>		X
<b>Power sockets</b>	X	
<b>Radiators, including bleeding</b>	X	
<b>Rainwater pipes and gutters</b>	X	
<b>Roof structure and covering</b>	X	
<b>Roughcast to outside walls</b>	X	
<b>Satellite dishes</b>		X <i>Permission required before installation</i>
<b>Security chains</b>		X
<b>Sheds, garages and fences (provided by you)</b>		X
<b>Shower hoses and heads</b>		X
<b>Shower unit and screen (fitted by us)</b>	X	
<b>Shower unit and screen (fitted by you)</b>		X
<b>Shower Curtain</b>		X
<b>Sink bowl and drainer</b>	X	
<b>Sink plugs and chains</b>		X
<b>Smoke and Heat Alarms</b>	X	<i>Tenant required to regularly check and vacuum</i>
<b>Staircases</b>	X	
<b>Telephone socket extensions</b>		X
<b>Telephone sockets (installed by us)</b>	X	

<b>REPAIR</b>	<b>LANDLORD</b>	<b>TENANT</b>	
<b>Telephone sockets (installed by you)</b>		X	
<b>Tile Grouting - Cosmetic</b>		X	
<b>Tile Grouting - other than cosmetic</b>	X		<i>An inspection will be carried out before a repair instructed</i>
<b>Timeclocks - setting</b>		X	
<b>Toilet cistern</b>	X		
<b>Toilet seat</b>		X	
<b>TV aerial outlets (installed by you)</b>		X	
<b>TV aerial outlets including main aerial outlet (installed by us)</b>	X		
<b>TV aerials</b>		X	
<b>Vandalism</b>		X	<i>Unless a Crime Reference No. is provided</i>
<b>Wash hand basin</b>	X		
<b>Washing machine fittings (installed by us)</b>	X		
<b>Washing machine fixings and any resultant leaks</b>		X	
<b>Washing machine spike</b>		X	
<b>Water damage caused by misuse of shower</b>		X	
<b>White goods (supplied by us)</b>	X		
<b>Window frames</b>	X		
<b>Window sills</b>	X		
<b>Wiring and circuits, including the fuse box but not the meter</b>	X		

## TYPICAL REPAIR TIMESCALES

Below is a list of repair categories and the expected repair time scales.

Category	Response time	Examples
Emergencies	Attend in your home within 4 hours	Fire, flood, a safety hazard, break in required
24 Hours	24 Hours	Water leaks or blockages, no hot water, no heating
Urgent	3 working days	Roof leaks, faulty locks, electrical, plumbing and security problems
Essential	15 working days	Internal joinery, building work, roof repairs
Routine	15 working days	External works

## GAS AND ELECTRIC SUPPLIES

**Gas Supplies** – Call the Meter Point Administration Service to get details of your gas supplier. They can also give you your Meter Point Reference Number, or MPRN. Telephone - **0870 608 1524**

**Electric Supplies** – Call the **Scottish and Southern Electricity Networks** on telephone - **0800 048 3515**

## OFFICE CONTACT INFORMATION



### OSPREY HOUSING

22 Abercrombie Court, Arnhall Business Park, Westhill, Aberdeenshire, AB32 6FE

Customer Service team – **01224 548000**

Repairs Line (Office Hours) – **01224 548001**

Out of hours emergency repairs only – **01224 548030**

Email – [enquiries@ospreyhousing.org.uk](mailto:enquiries@ospreyhousing.org.uk)

Website – [www.ospreyhousing.org.uk](http://www.ospreyhousing.org.uk)

The Osprey Housing office is open;

**Monday to Thursday – 9am to 5pm**

**Friday – 9am to 4pm**



### OSPREY HOUSING MORAY

Clifton Road, Lossiemouth, Moray, IV31 6DJ

Customer Service Team – **01343 543210**

Out of hours emergency repairs only – **01343 842042**

Email – [enquiries@ospreyhousing.org.uk](mailto:enquiries@ospreyhousing.org.uk)

Website – [www.ospreyhousingmoray.org.uk](http://www.ospreyhousingmoray.org.uk)

The Osprey Housing Moray office surgery opening hours;

**Monday – 10am to 1pm**

**Wednesday – 2pm to 5pm**

**Friday – 9am to 12 noon**

Housing officers will be available for drop in appointments during these times. Out with these hours, Housing officer appointments can be made at the office, or at your own home. Please contact your Housing Officer direct or our Customer Service team on **01343 543210** to make an appointment.