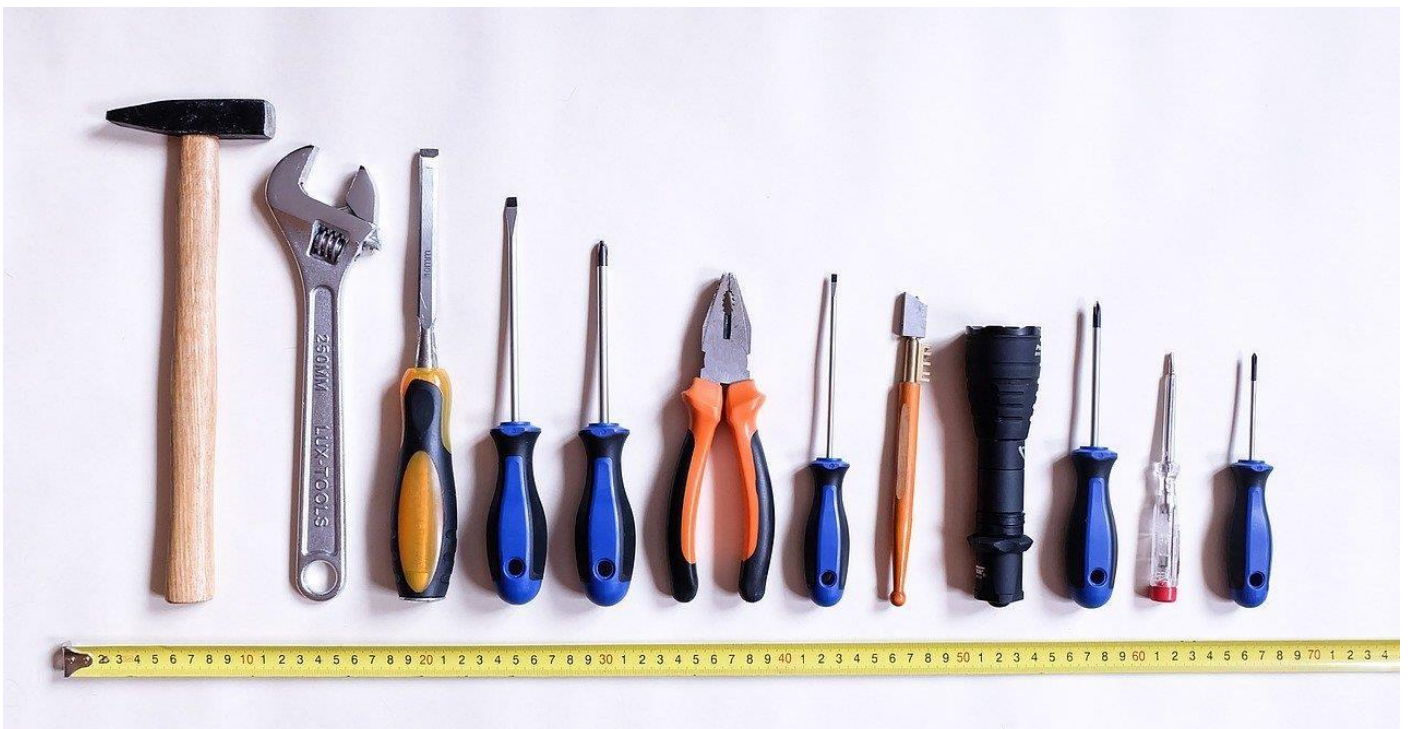




Repairs Charter Guidance for Tenants





What is a repairs charter?

It is the guide to repairs, service and standards for tenants of East Suffolk Council. We aim to provide a repairs service that:

- Meets the high standards you expect
- Is cost effective and within budget
- Safeguards the future of your home
- Meets our statutory and contractual repairing obligations

To meet these aims we will:

- Carry out repairs quickly and in one visit whenever possible
- Arrange appointments to carry out the work at a time that suits you
- Set a high standard of quality of work
- Listen to any problems about repairs and put them right
- Keep our spending within agreed budgets
- At all times put the health and safety of our tenants first

How will the repair people behave in my home?

We understand the importance of respecting your home and belongings and we have adopted the following code of practice:

The person inspecting or carrying out repairs will:

- Treat you and your home with respect and be polite and courteous to you at all times
- Visit your home and carry out any work at a time that suits you and by prior arrangement
- Introduce themselves and provide identification, before entering your home
- Explain the nature of the work to be carried out and any safety issues involved
- Keep your home safe in so far as it is reasonably practicable to do so by the person inspecting or carrying out repairs to your home
- Work tidily and clear away all unused materials at the end of each working day, and not use domestic refuse bins
- Only use your electricity, gas, telephone or water if you have given them permission
- Use clean dust sheets on all occasions and clean away all rubbish
- Not smoke in your home, use radio equipment or leave tools and equipment where they are a hazard
- Respect your privacy and confidential information

When we call

- Repairs will only be carried out where a responsible adult is present to allow us access. If no responsible adult is present, we will reschedule the appointment.
- You should ensure that the area around the repair is clear before the tradesperson arrives. This may also mean lifting carpets or other flooring, clearing work surfaces, emptying cupboards, and taking down curtains or moving furniture away from the area.



- You are also responsible for re-laying or replacing such items when the work is complete. Where an electrical rewire has been carried out requiring multiple floor coverings to be lifted we will assist with the relaying of carpets. It should be noted however that carpets rarely fit as well the second time they are laid but we will endeavor to refit these as best we can.
- For health and safety reasons, you should make sure that pets and children are kept away from the area of repair work while work is in progress.
- The tradesperson might decide that the water, gas or electricity supply to the property has to be disconnected to allow the work to be carried out. We will advise you of this as early as possible.

What behaviors we expect from you

- Our staff deserve to be treated with respect and we will not tolerate any abusive behavior towards them including shouting, abusive language or intimidation. Employees have the right to leave a property if they encounter any of these behaviors.
- At times when council employees' are required to work in tenants homes this is classed as a working environment and as such tenants are politely requested to not smoke in the same room as the council employee is working. Should tenants not abide by this then the employee does have the right to refuse work in the property.

How do I report a repair?

You can report a repair or make enquires by:

- Emailing us at repairs@eastsuffolk.gov.uk
- myHome East Suffolk – the online tenant portal
- Going to our website at www.eastsuffolk.gov.uk
- Calling our repairs team on 01502 523593
- Calling our customer service centre on 03330 162000
- For gas, oil or solid fuel heating faults call Gasway on Freephone 0800 0470120
- Telling any member of our housing staff
- Calling our out of hours emergency repairs on 0800 4402516

Whichever method you use to report a repair our staff will need to know as much detail as possible, so we can provide a quick solution for you. Please ensure you tell them about any special arrangements to gain access to your home.

Repair Priorities

Your repairs will be carried out within the following timescales:

- Emergency repairs – Priority 1 within 24 hours
- Urgent repairs – Priority 2 within 3 working days
- Non-urgent repairs – Priority 3 within 10 working days
- Routine repairs – Priority 4 within 30 working days
- Planned works – Priority 5 within the financial year subject to funding.



Inspections

In order to ensure we complete as many repairs as possible on the first attempt we may need to carry out an inspection to determine what level and scope of work is required. In this instance we will require access to your home at a mutually convenient time.

Do I have a “Right to Repair”?

The “Right to Repair” scheme (as laid out in the Right to Repair Regulations 1994) gives you the right to have certain emergency or urgent repairs done quickly and to be paid compensation if we fail to do it within a reasonable timeframe.

To be eligible for this, a repair must be what is known as a qualifying repair. This means:

- It is classed as an emergency or urgent repair
- It has an estimated value of less than £250
- We have failed to complete the repair within the set timescales
- You have provided reasonable access arrangements

Further details on this scheme are available on the Governments website www.direct.gov.uk

Can I improve my home?

You have the right to carry out your own improvements. However you must ask permission in writing from East Suffolk Council and get written agreement **before** you start the work for any improvement that could affect the structure / services of the building. We may apply some reasonable conditions when giving

permission, but we will not refuse permission without good reason. Any alterations you carry out at the property will be your responsibility for all future maintenance, any additional costs incurred by East Suffolk Council for routine or planned repairs due to an alteration will be recharged to yourself, for example access to rainwater goods following an installation of a conservatory.

Will you charge me for any repairs?

If you, your family or friends have caused damage to your property and this was not the result of normal wear and tear, you must repair the damage or we will charge you for carrying out the repair. If you are unable to pay the full amount, arrangements can be made for you to pay by instalments.

The recharge costs may include:

- A call out fee
- Cost of the works in full including VAT

If you have been the victim of criminal damage, we will pay for the damage to be repaired, as long as you have a valid crime reference number from the police.

If you call us or one of our contractors to attend a fault which on attendance is deemed an unnecessary or unwarranted visit, we will charge you for the call out costs incurred. Examples for such calls may be reports of no heating whereby a pre-payment gas meter has run out, loss of electrical supply if the consumer unit has simply tripped, or simply reports of faults that do not exist.



We do not repair or replace your personal or household goods and we would strongly recommend that you take out insurance to cover such failures. The council has negotiated an insurance scheme for tenants, which can be paid weekly. Details are available on the council's website www.eastsuffolk.gov.uk

What if I lose my house keys?

To avoid problems arising from loss of keys we strongly recommend that you leave a spare set of keys with family, friends or neighbors'.

If you lose your keys, or get locked out you will be charged for any costs associated with gaining access to your home. This may include:

- A call out fee (if out of hours)
- Cost of replacing all locks including VAT
- Cost of repairing any associated damage to the door / frame including VAT

Mutual Exchanges

In the event of you agreeing a mutual exchange an inspection will be completed prior to approval to ensure the property is in an acceptable condition. You will need to put right any damage or unauthorised work before you can exchange.

What are the arrangements for servicing heating systems?

Each year we will need to carry out servicing works on all gas and some electric appliances. At the time they are required we will contact you to arrange an appointment that is convenient to you. Under current law we have a duty to inspect and ensure all gas appliances within your home are safe to use on an annual basis.

You must allow us reasonable access to your home to carry out this safety check. Failure to respond to three appointment notices will result in the council arranging for your gas supply to be capped and possible legal action taken.

Leaseholders

Each lease can have different obligations and therefore any leaseholder should consult the actual lease agreement for their home, to see who is responsible for which repairs. Leases for the same scheme / block may be different. Generally regarding flats, the council will organise repairs and improvements to the structure of the building and the common parts. For any work costing more than £250 for each individual leaseholder, then Section 20 consultation will be undertaken. The leaseholder will be responsible for the internal repairs and decorations.

In cases of emergency communal repairs such as water / sewage leakage then the council will respond in line with the Priority 1 status and agree the repair liability at a later stage.

Again the Health and Safety of the leaseholder is paramount.



Complaints / Compliments

Anyone who wishes to make a complaint or compliment may do so either:

- In person (Any member of staff will be able to accept a complaint or compliment).
- By telephone 0333 016 2000

- In writing (by letter, email or by using the councils complaint form which is also available online)
 - Letters to be sent to; Customer Services, East Suffolk Council, Riverside, 4 Canning Road, Lowestoft, NR33 0EQ.
 - Complaints and Compliments to be emailed to: customerservices@eastsoffolk.gov.uk
 - Complaints and Compliments form can be found on our website at <http://www.eastsuffolk.gov.uk/contact-us/compliments-comments-and-complaints/>

The council operates a 2 stage complaints process. If you are still not happy with how we propose to resolve your complaint after stage 2, you can refer your complaint to either the Local Government and Social Care Ombudsman or the Housing Ombudsman Service.

- For complaints about the council as a landlord (e.g. housing rent, repairs maintenance) Contact the Housing Ombudsman Service. Details can be found on their website www.housing-ombudsman.org.uk
- For all other complaints, contact the Local Government and Social Care Ombudsman. Details can be found at www.lgo.org.uk

The Ombudsman will not usually investigate your complaint until you have completed the Council's complaints process.

Right-to-buy

If you apply to buy your house, your repair rights reduce accordingly. You will still have a right to limited repairs until your purchase is completed.

Once the sale is complete, as the property owner you will take over the responsibility for carrying out all further repairs.

Who is responsible for which repairs?

We are not able to list all repairs but the following table is designed to give some guidance on who is responsible for what repairs. This is only intended as general guidance as for instance some items listed under internal repairs will be the responsibility of the leaseholder as opposed to the council.

Location or type of repair	Responsibility	Priority time	Information for tenants
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Shared outside areas

Communal aerials	East Suffolk Council	3 working days	
Communal washing lines	East Suffolk Council	30 working days	

Door entry systems & main, external doors	East Suffolk Council	30 working days	Initial response will be the same day, however some repairs may be subject to availability of parts.
External decoration	East Suffolk Council	Planned work	Only minimal areas of external decoration are now required following replacement of external timber products wherever possible.
Window catches and frames	East Suffolk Council	10 working days	If there is a health and safety risk, attendance will be the same day.

Shared indoor areas

Bannister rails	East Suffolk Council	30 working days	If there is a health and safety risk, emergency repairs will be undertaken the same day.
Broken timber flooring or stair tread to be made safe	East Suffolk Council	30 working days	
Flooring	East Suffolk Council	30 working days	East Suffolk Council is only responsible for floor coverings as supplied to kitchens, bathrooms and some communal areas. Trip hazards will be dealt with urgently.
Making safe glass in windows / doors	East Suffolk Council	Same day response	
Passenger lifts	East Suffolk Council	Same day response	We recognise the urgency of these repairs and will attend as an emergency; however some specialist parts may be required and will be completed as soon as possible.

Location or type of repair	Responsibility	Priority time	Information for tenants
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General plumbing

Burst or leaking pipes up to and including the main stopcock	East Suffolk Council	Same day response	East Suffolk will attend as an emergency if the leak cannot be contained and/or causes a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to your belongings or furnishings.
Repairs to a water storage tank	East Suffolk Council	Dependent on repair required.	We will attend as an emergency where you are unable to contain a leak and it is a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to belongings or furnishings.

Clearing blockages to rainwater pipes and gutters & repairs to gutters	East Suffolk Council	30 working days	<p>The initial report should be made to Anglian water who have responsibility for shared mains drainage. Anglian water may on attendance refer this back to East Suffolk if the blockage is found to be between the property and shared run. The Council may recharge you if the blockage is found to be as a result of inappropriate or excessive items being used that caused the blockage.</p> <p>A partial loss of heating will not be attended the same day unless specific concerns for welfare are apparent.</p>
Blocked mains drains	Tenant	If East Suffolk responsibility a same day call will be made.	
	East Suffolk Council		
Total loss of heating	East Suffolk Council	Same day response if reported pre 8pm.	
Hot water	East Suffolk Council	Same day response if reported pre 8pm.	

Bathroom

Bath tub	East Suffolk Council	Planned maintenance work completion by agreement	We will repair or replace baths which are unsafe due to age or fair wear and tear. We will not attend to cosmetic repairs such as discoloration. You will be responsible to repair the bath if you have caused it to be chipped or cracked.
Bath/ sink plugs & chains	Tenant	n/a	Plugs and chains for baths or sinks are your responsibility.
Bath panels	Tenant	90 working days	East Suffolk will repair and replace as a result of fair wear and tear - if damage is negligent/deliberate or accidental this will be the tenant's responsibility.
	East Suffolk Council		
Blocked toilet, washbasin, sink, baths, shower or gulley	Tenant	Blocked WC – Within 24 hours (possible recharge)	If you cannot clear the blockage yourself and are left without a toilet we will attend as an emergency and you will be charged for the work, unless the blockage has been caused by a failure in the drains. If you have a second toilet we will not attend as an emergency.
	East Suffolk Council	Blocked bath, basin – 3 working days.	
Location or type of repair	Responsibility	Priority time	Information for tenants
Replacement Showers	East Suffolk Council	Planned maintenance work completion by agreement	If your shower is beyond repair we will replace it with a new mixer shower.
Shower repairs	East Suffolk Council	10 working days	We will maintain or repair showers we have fitted and where the repair is needed because of fair wear and tear. If your shower is your only form of bathing this will be prioritised accordingly. If your shower is leaking, we may increase this priority.

Shower curtains & poles	Tenant	n/a	East Suffolk Council supply these when the property is let but it is the tenant's responsibility to maintain and replace.
Shower heads and hoses	Tenant	n/a	East Suffolk Council supply these when the property is let but it is the tenant's responsibility to maintain and replace these.
Wall tiles	East Suffolk Council	30 working days	If East Suffolk Council has put up the wall tiles we will repair/ replace with the closest match, we may not be able to match the colour of current tiles and will only repair or replace those which are damaged or missing.
Taps including washers	East Suffolk Council	10 working days	If your tap cannot be turned, we will attend within 3 working days. If a tap needs replacing it will be with our standard taps unless adapted taps had been previously agreed for medical reasons.
Toilet pan and cistern	East Suffolk Council	If only WC – Within 24 hours..	If the cistern is not flushing the toilet, you will need to flush the toilet with a bucket of water until we can attend. If you or your family/guests have caused the toilet to be chipped or cracked, this will be your responsibility.
Toilet seats and bathroom accessories (including soap dishes & towel rails)	Tenant	n/a	If you are unable to use the toilet which is chipped/ cracked, and it is your only toilet, we may attend and recharge you for the work if the damage was caused by you or a visitor to your home.
Heated towel rails in bathrooms	East Suffolk Council	3 working days	East Suffolk Council will maintain a heated towel rail where it has been provided as part of the heating system.

Location or type of repair	Responsibility	Priority time	Information for tenants
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Kitchen

Kitchen sink/bowl or drainer	East Suffolk Council	Planned maintenance	<p>East Suffolk Council will maintain or repair sinks and drainers where the repair is needed because of the age of the item. If damage has occurred due to misuse you will be responsible for replacing it. You are responsible for replacing sink plugs and chains.</p> <p>East Suffolk Council will repair/replace tiles/splash backs that we have fitted with the closest match. We may not be able to match the colour of your current tiles and will only repair or replace those which are damaged or missing.</p> <p>We provide a cold feed and waste for a washing machine, you will be responsible for all other fittings and the washing machine itself.</p> <p>East Suffolk Council will repair/replace kitchen cupboards and worktops that we have fitted with the closest match where there is fair wear and tear.</p> <p>If damage is negligent/deliberate or accidental this will be the tenant's responsibility.</p>
Kitchen tiles / splash back	East Suffolk Council	30 working days	
Washing machine fittings	Tenant	n/a	
Kitchen units and worktops replacements	East Suffolk Council	Planned maintenance	
Kitchen units and worktop repairs	East Suffolk Council /Tenant	30 working days	
Freestanding ovens / hobs	Tenant	n/a	
White goods / appliances (fridges, freezers, washing machines etc)	Tenant	n/a	

Doors and windows

Door chain / additional security	Tenant	n/a	<p>If you have lost your key it is your responsibility to call a locksmith or your contents insurance provider. If we have to attend we will recharge you for the works.</p> <p>East Suffolk Council does not maintain door bells. Some chimes can be restored by changing the battery, otherwise you should contact an electrician.</p> <p>East Suffolk Council will not undertake works to any internal doors or ironmongery, unless these are fire doors. If work is required to fire doors that are a result of accidental or malicious damage works will be rechargeable to the tenant.</p> <p>We will still maintain door jambs and frames.</p>
Door keys	Tenant	n/a	
Door bell	Tenant	n/a	
Doors inside your home	Tenant	n/a	

Location or type of repair	Responsibility	Priority time	Information for tenants
Front and back doors (external) including locks	East Suffolk Council	Same day response for insecure properties. If the door is secure and operational we will attend within 30 working days	<p>If your property is left insecure we will attend as an emergency, but if the door has been damaged by you or a visitor you will be responsible for the cost of the work.</p> <p>If the key/lock is not working it may be our responsibility and we can attend but this may be recharged.</p> <p>If the door has been damaged as a result of a crime, we will need a valid crime reference number from the police before attending.</p> <p>If there is standing water between panes of glass in double glazed windows or doors we will replace.</p> <p>If there is condensation between panes of glass in double glazed windows or doors these will be referred to our blown windows programme and we will notify you if we are able to replace the window/s.</p> <p>If glass is broken on external windows and doors and poses a health and safety or a security risk we will make safe the same day.</p> <p>If the glass has been broken by accident you will be responsible for replacing it. If you vacate the property and glass remains broken you will be recharged costs incurred to replace. If it has been broken as a result of crime, we will need a valid crime reference number from the police.</p> <p>You should clear as much of the glass as possible - if there is remaining glass in the frame which poses a serious health and safety risk, we will attend to make it safe. If the glass has been broken by accident or misuse by a member of your household, friend or guest, you will be responsible for replacing it, or we can attend and recharge. If you vacate the property and glass remains broken you will be recharged costs incurred to replace.</p> <p>Mould is likely to grow on windows and frames if the property is not well ventilated, it is your responsibility to keep these areas clean and free of mould.</p> <p>If your property is insecure and accessible we will attend within 24 hrs. If damage has been caused by you or a guest you will be recharged. If damage has occurred as a result of a crime, we will attend to repair the damage when provided with a valid crime reference number which you can get from the police.</p> <p>We will maintain existing fittings You must ask permission to fit your own restrictors to your windows, if permission is granted you must not damage our windows, you may be recharged if you do.</p>
Water between panes of glass in double glazed windows or doors	East Suffolk Council	90 working days	
Condensation between panes of glass in double glazed windows or doors	East Suffolk Council	90 working days	
Broken glass in windows & doors (external)	East Suffolk Council	<p>Same day make safe</p> <p>90 days to replace (and on receipt of payment for rechargeable works)</p>	
Broken glass in windows & doors (internal)	Tenant	n/a	
Keeping windows and frames clean	Tenant	n/a	
Window frames, fittings and catches	East Suffolk Council	<p>Same day response if insecure.</p> <p>30 days response for routine repairs</p>	
Window restrictors	East Suffolk Council	10 working days	

Location or type of repair	Responsibility	Priority time	Information for tenants
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Other - Inside

Stairs	East Suffolk Council	30 working days	If there is no bannister or the existing one is loose posing a health and safety risk, we will attend as an emergency.
Stair lifts	East Suffolk Council	Same day response	
Coat hooks	Tenant	n/a	
Curtain rails	Tenant	n/a	
Chimney sweeping	East Suffolk Council	Annually	<p>If you have been provided with solid fuel as your only heating source by the Council we will attend and undertake an annual flue sweep and service the appliance. We will also provide you with a CO detector, and carry out fair, wear and tear repairs as required.</p> <p>Where you have requested permission to install an open fire or wood burner as a secondary heat source, you will be charged for our contractors to attend annually and carry out a flue sweep and visual inspection only of the appliance. We will advise you if more frequent flue sweeps are required due to the fuels you are burning and it will be your responsibility to organise and fund this work yourself.</p>
Electrics, including switches, power points, main switches, fuse boxes and circuit breakers	East Suffolk Council	Total loss of power or lighting – Same day response	<p>We will attend as an emergency where there is a total loss of electricity and this is not caused by an appliance or a power outage from the utility provider.</p> <p>It is your responsibility to check with the utility provider and to ensure that the fault is not caused by an appliance. If we attend and the fault is caused by an appliance or you have no credit on your meter you will be recharged for the visit.</p>
Extractor fans	East Suffolk Council	30 working days	We will attend within 3 working days if your extractor is not working at all.
Carbon Monoxide alarm and mains fitted smoke alarms	East Suffolk Council	Same day response	<p>East Suffolk Council will only provide CO alarms where particular open flued appliance is supplied. If you have been provided a CO detector by the Council and it alerts you should advise the Council immediately and cease using the appliance until a through check has been made.</p> <p>If you have installed your own CO detector with your own secondary form of heating and it alerts, you should cease using the appliance immediately and seek your own professional advise.</p> <p>Mains fitted smoke alarms are provided by East Suffolk Council and fair wear and tear repairs will be undertaken by us.</p>

Location or type of repair	Responsibility	Priority time	Information for tenants
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Fluorescent tubes & light bulbs	Tenant	n/a	
Battery operated smoke alarms	Tenant	Same day response.	If the Council have not undertaken any recent electrical work for you, a battery-operated smoke alarms may be present. You are responsible to ensure the battery is replaced and the alarm is tested regularly. If the alarm becomes faulty we will replace this for you.
	East Suffolk Council		
Ceilings	East Suffolk Council	Dependent on the repair necessary but generally completed within 90 working days	East Suffolk Council carries out repairs to ceilings where damage is no fault of the tenant.
Damp proof course	East Suffolk Council	Dependent on scope and urgency	Damp courses very rarely fail, however if this should happen we will investigate further and act as quickly as possible to resolve.
Damp, mould and condensation	Tenant	We will carry out an inspection of your property within 30 working days after you have followed our advice on our website to treat the mould and it has not improved.	Tenants need to manage condensation in the home through appropriate life styles which will include using heating and ventilation appropriately and minimising internal moisture generation. Please see information on our website.
	East Suffolk Council		
Floor and floor coverings provided by East Suffolk Council	East Suffolk Council	We will investigate reports within 3 working days unless we are advised of tripping hazards being present and a same day response will be activated.	East Suffolk provides and maintains floor coverings to kitchens and bathrooms only. If other floors or floor coverings provided by East Suffolk Council elsewhere are causing concern we will investigate and remove any trip hazards that may be present.
Carpets	Tenant	n/a	
Laminate flooring	Tenant	n/a	Unless these are East Suffolk laminated floor coverings provided to bathrooms and kitchens.

Location or type of repair	Responsibility	Priority time	Information for tenants
Plastering inside your home	Tenant	90 working days but dependent on extent and urgency	We will only repair plaster as required; we do not replaster rooms as part of redecoration. It is your responsibility to fill small cracks or holes, or where larger damage has been caused by you or a guest. Please be aware of our response times to inspections and plastering if you have removed wallpaper while decorating and found the plaster to be defective.
	East Suffolk Council		
Internal decoration	Tenant	n/a	It is your responsibility to decorate inside your home. Please be aware of our response times to inspections and plastering if you have removed wallpaper while decorating and found the plaster to be defective.

Other - Outside

Rodents, pests and birds	Tenant		Pest control is the responsibility of the tenant. East Suffolk Council will attend to pests reported in communal areas and communal gardens managed by us. We will not attend to any pests in gardens of individual homes. We will not attend to birds that have fallen down chimneys, nor we will fit anything to the chimney to prevent this.
	East Suffolk Council		We will attend where rodents may have got in through a hole or gap to the exterior of the property. This will be recharged if the contractor finds no fault with the fabric of the building. We will not normally attend to insects, birds or other pests unless the infestation is reported in the first month of the tenancy.

Aerials / satellite dishes	Tenant	n/a	East Suffolk Council only maintains communal aerials.
Solar panels	East Suffolk Council	Same day	If a solar panel poses a health and safety risk we will make safe.
Inspection chamber covers	East Suffolk Council	Same day to make safe	East Suffolk Council housing team will only attend to make safe and replace inspection covers which are on East Suffolk Council housing land and the responsibility of East Suffolk Council. Some inspection chamber covers are maintained by Anglian Water If there is a trip hazard or health and safety risk we will attend as an emergency.
Outside stairs or steps to entrances	East Suffolk Council	Dependent on works necessary	
Outside woodwork – fascia,, soffits, cladding	East Suffolk Council	Planned maintenance	
Location or type of repair	Responsibility	Priority time	Information for tenants

Roof tiles and leaks	East Suffolk Council	Dependent on works necessary	<p>Replacement roofs are undertaken as part of a planned work programme. We will attend within 3 working days if roofs are leaking and weather permits.</p> <p>If any structure is in danger of falling we will attend as an emergency.</p> <p>General garage maintenance is undertaken as part of a planned programme.</p> <p>If the garage is insecure we will attend the same day. Replacement doors and windows will be part of a planned programme.</p>
Brickwork	East Suffolk Council	Dependent on works necessary	
Garages	East Suffolk Council	Planned maintenance	
Garage Doors and Windows	East Suffolk Council	Dependent on works necessary	

Garden

Brick or concrete sheds/Garages	East Suffolk Council	Dependent on works necessary	We will attend to keep existing structures safe and secure.
Wooden sheds	Tenant	n/a	
Outside WC	Tenant		
Fences and walls	Tenant	Planned Maintenance	East Suffolk will only provide fencing to gardens directly bordering vehicular access.
	East Suffolk Council		Boundary walls will be made safe the same day if they pose a health and safety risk, all other maintenance will be undertaken as part of a planned programme.
Gates	Tenant		
Footpaths	East Suffolk Council	Planned Maintenance	Paths reported as being a trip hazard will be attended the same day and made safe. We are only responsible for footpaths around the perimeter of your property. Any garden paths that extend beyond this will be removed if in an unsafe condition.
	Tenant		Communal parking areas will be maintained by East

Hard standing parking	East Suffolk Council		Suffolk Council, and work prioritized on nature and urgency

Location or type of repair	Responsibility	Priority time	Information for tenants
Grass, flowerbeds, shrubs and trees	Tenant	n/a	Grass, flowerbeds, shrubs and trees in individual gardens are the responsibility of the tenant.
Outside water taps	Tenant	n/a	If we attend and find your outside tap is the issue we will disconnect and make safe the outside tap and recharge you for the callout.
Washing lines, posts or rotary driers	Tenant	n/a	East Suffolk will maintain washing lines to communal areas only