

Tenant responsibilities		MDDC Repairs Responsibilities
General exceptions:	Tenant responsibility	MDDC Responsibility
Tenant responsible items/changes to property by tenant	Arranging repairs to ANY component fitted by the tenant	Offer chargeable handyman service if applicable
Bodged DIY	Arranging repairs to ANY damage caused by poor quality DIY	Offer chargeable handyman service if applicable
Tenant damage	Arranging repairs to ANY MDDC owned components of the property damaged by tenant or visitors of home.	Offer chargeable handyman service if applicable. If H&S risk - carry out repair and recharge.
<i>Communal areas</i>	Keeping communal areas clear of rubbish	Most repairs to communal areas, shared doors, communal washing lines, communal aerials etc.
External areas	Tenant responsibility	MDDC Responsibility
<i>Plants and grass</i>	Cutting grass, bushes, hedges, trees etc	None
<i>Paving, decking, paths</i>	Paving, decking, garden paths (excluding those leading from the road to front or back doors)	Garden paths leading from the road to front or back doors.
<i>Trees/plants growing over fences from neighbouring properties</i>	Communicating with neighbours if their trees/plants overhang. Trimming this and passing over fence.	None
<i>Fencing</i>	Repairing or renewing fencing that was not provided by MDDC in the first instance.	Repairing/renewing or removing fencing that was originally installed by MDDC (usually post and wire fencing or fencing bordering public roads and footpaths)
<i>Gates</i>	Repairing or renewing gates that were not provided by MDDC in the first instance.	Repairing/renewing or removing gates that were originally installed by MDDC
<i>Guttering, downpipes</i>	Reporting damage or blockages	Clearing blocked gutters, repairing/replacing damaged guttering

<i>Washing lines</i>	Renewing washing lines, re-stringing rotary lines.	None- unless communal and supplied by MDDC
<i>Sheds</i>	Maintaining garden sheds not provided by MDDC	Maintaining sheds provided by MDDC (usually brick built out houses)
External Doors	Tenant responsibility	MDDC Responsibility
<i>Keys</i>	Arranging for spare keys to be cut	None
<i>Keys and locks</i>	Arranging for access and lock changes where keys are lost or locked inside property.	Gaining entry/changing locks where the lock is faulty. Changing locks when keys are stolen.
<i>Door fittings</i>	Fitting spy holes, security chains and extra locks.	Repairing and renewing faulty locks
<i>Door components</i>	Fitting draught proofing to doors if necessary	Renewing faulty cills, storm guards, thresholds, letter plates, shlegals
<i>Door Glazing</i>	Arranging replacement of door glazing where damaged by tenant action, action of visitors including accidental damage	Replacing door glazing where damage is caused by vandalism, fair wear and tear or other crime.
Decoration	Tenant responsibility	MDDC Responsibility
<i>Damp/mould/Condensation</i>	Keeping the property well heated and well ventilated. Keeping furniture away from external walls. Treating black condensation mould with fungicidal treatment	Resolving damp/mould issues associated with structural damage
<i>General decoration</i>	Painting/wall papering throughout property	Re-decorating following leaks or ongoing structural issues.
Bathroom	Tenant responsibility	MDDC Responsibility
<i>Blocked wastes to bath, basin or shower</i>	Trying to clear any blocked waste using a plunger and household unblocking products	Clearing blocked wastes with rods should plunging not be successful
<i>Chains/plugs</i>	Replacing plugs and chains to basins and baths	Replacing the chain connection (usually connected to the overflow) if this is broken.
<i>Leaks to wastes, taps or pipes.</i>	Containing leaks, either using a towel or bowel, or if more serious, by turning off the isolation valve or stop cock.	Repairing or replacing leaking fittings or pipes

<i>WC Seats</i>	Replacing WC seats and covers	None
<i>Blocked WC/Toilet</i>	Attempting at least 3 times to clear the WC pan with a plunger and suitable cleaning products	Clearing blocked WC with rods should plunging not be successful
<i>WC Cistern</i>	Replacing broken flush chains	Any repairs to WC cistern, including issues with flush
<i>Showers</i>	Maintaining tenants own shower. Renewing shower curtains. Keeping tiles free of dirt, mould and mildew. Providing adequate tiling where tenants fit their own showers.	Remedying faults with showers. Renewing shower riser rails, shower heads and shower screens. Renewing failed tiling. Re-sealing and re-grouting where tenants report this.
<i>Tiles</i>		Overhauling/renewing stiff, loose or broken taps.
<i>Taps</i>	None	
Wastepipes and Drains	Tenant responsibility	MDDC Responsibility
<i>Washing machines and dishwashers</i>	Clearing blockages and repairing leaks from washing machines and dishwashers. Connecting washing machines and dishwasher	Making sure that a washing machine waste is available to connect to (in most properties)
<i>Blocked wastes to WC, bath, basin or shower</i>	Trying to clear any blocked waste using a plunger and household unblocking products	Clearing blocked wastes with rods should plunging not be successful
<i>Wastepipes and Drains</i>	Cleaning waste pipes and drains regularly to avoid blockages	Dealing with issues such as badly installed drain pipes, sunken pipes and blocked gullies.
<i>Gulleys</i>	Keeping gulley grids clear of leaves and mud. Attempting to clear a blocked gulley	Clearing blocked gulleys. Repairing broken gulleys
<i>Manholes/sewers</i>	Avoiding flushing anything down a WC that may cause a blockage i.e. Wet wipes, condoms, cat litter	Unblocking the 1st sewer in a run (SWW have responsibility for all manholes after this)
Electrics/Power	Tenant responsibility	MDDC Responsibility
<i>Loss of power to all or part of the home</i>	Checking trip switches, carrying out an appliance check before calling out MDDC.	Diagnosing faults with power loss (Western Power deal with other power cuts)

<i>Dangerous electrics</i>	Isolating dangerous electrics if children are at risk while waiting for repairs	Make safe/repair dangerous electrics
<i>Lighting</i>	Changing light blubs, tubes and starters, including sealed units in bathrooms and kitchens	Repairing faulty or broken light fittings
<i>Wiring</i>	None	Renew faulty circuits and associated components
<i>Smoke detectors</i>	Testing and cleaning any smoke detectors provided by MDDC	Renew faulty or out of date smoke detectors
<i>CO Alarm</i>	Testing and cleaning any CO alarms provided by MDDC	Providing and replacing CO alarms where there is an unvented gas appliance or boiler
<i>Cooker connections</i>	To arrange cooker connections by a qualified tradesperson	To make an electric cooker point available.
Floors and stairs	Tenant responsibility	MDDC Responsibility
<i>Floors</i>	Fitting, repairing or renewing any floor covering (lino, carpet, tiles etc, including shipboard sub flooring) not fitted by MDDC	Repairing or renewing any flooring covering provided by MDDC. Repairing damaged floor boards. Levelling out very uneven concrete sub-floor. Repairing any damage to stairs, banistairs or balustrades.
<i>Stairs</i>	None	
Heating	Tenant responsibility	MDDC Responsibility
<i>Gas heating</i>	Setting the thermostatic control and timers, and setting thermostatic radiator valves where fitted	Dealing with heating break downs. Dealing with leaks from radiators, boilers or heating pipes. Bleeding radiators. Dealing with heating breakdowns, replacing heaters when beyond repair
<i>Electric Heating</i>	Setting any thermostatic controls or other settings	
<i>Air Source Heat Pump</i>	Setting the thermostatic control and timers, and setting thermostatic radiator valves where fitted	Dealing with heating break downs. Dealing with leaks from radiators, heat pump or heating pipes. Bleeding radiators.

<i>Solid Fuel Appliances</i>	Arranging for a chimney sweep/service in between MDDC sweeps	Arranging annual HETAS services
<i>Gas Leaks</i>	Reporting gas leaks or suspected gas leaks immediately. Turn off gas at gas tap. Open windows and leave property, wait for emergency gas service to arrive.	Advising on how to contact emergency gas service or call for tenant. Arrange for our own gas contractor to visit to rectify any issues.
Kitchen	Tenant responsibility	MDDC Responsibility
Kitchen units	Replacing cupboard door handles/latches/knobs, tightening screws if loose.	Renewing cupboards and cupboard doors where beyond repair (fair wear and tear)
Appliances	Installing washing machines, dishwashers and tumble driers including the wastes, supply pipes and vents if not already supplied.	None
Roof area	Tenant responsibility	MDDC Responsibility
<i>Aerials/satellite dishes</i>	Repairing/installing aerials and satellite dishes, including cabling and aerial points inside the property.	Repairs to communal aerials i.e. Flats & some sheltered bungalows
<i>Chimneys</i>	Arranging for a chimney sweep/service in between MDDC sweeps	Arranging annual HETAS services. Repairing leaking chimneys. Capping unused chimneys where appropriate.
<i>Roofing tiles</i>	None	Repairing/replacing damaged roof tiles/roofs Topping up loft insulation where it is lacking, tucking insulation in if lifted
Loft space	Asking permission before using loft space as storage	
Walls and ceilings	Tenant responsibility	MDDC Responsibility
<i>Cracks in walls and ceilings</i>	Filling minor cracks and holes in walls and ceilings (Narrower than the width of a £2 coin)	Repairing major cracks or deterioration to walls and ceiling
<i>Wall fixtures</i>	Fitting curtain rails, pelmets and coat hooks	Renewing curtain battens (where originally fitted)

<i>Damp/mould/Condensation</i>	Keeping the property well heated and well ventilated. Keeping furniture away from external walls. Treating black condensation mould with fungicidal treatment	Resolving damp/mould issues associated with structural damage
Plaster	Filling minor cracks and holes in walls and ceilings (Narrower than the width of a £2 coin)	Repairing perished plaster, or plaster damaged by leaks.
External walls	Keeping external walls free of shrubs and creeping plants. Keeping flower beds below the level of the damp proof course	Renewing damaged render or pointing to external areas
Leaks	Tenant responsibility	MDDC Responsibility
<i>Burst pipes</i>	Know where the stop tap/isolator valves are, and turn off to avoid damage to property	Repair leaking or burst fittings
Windows	Tenant responsibility	MDDC Responsibility
Glass	Arranging or paying for broken glass (unless provided with a valid crime reference number, or caused by MDDC)	Renewing blown double glazed units. Replacing glass damaged through crime or by MDDC
<i>Window locks</i>	Fitting window locks, unless they are already provided as part of the handle	Replacing broken window locks
<i>Draughts</i>	Fitting draught proofing to windows where appropriate	Adjusting windows, and sealing between windows and window reveals.
<i>Hinges</i>	Cleaning window hinges, opening and opening mechanisms. Oiling/lubricating mechanisms	Repairing/replacing broken or seized hinges, handles and opening mechanisms.
Internal Doors	Tenant responsibility	MDDC Responsibility
Doors	Adjusting doors, particularly when fitting new carpets or floor covering. Refixing loose hinges. Tightening & replacing loose door handles. Fitting draught excluders.	Renewing doors made beyond repair through fair wear & tear.
Pests	Tenant responsibility	MDDC Responsibility

Rats, mice, hornets, fleas, bed bugs, cockroaches	Avoiding pest invasions by keeping external areas and floors clear of food. Contacting MDDC environmental health to enquire about services	Ensuring that unnecessary access points for vermin are blocked.
Ants	Avoiding invasions by keeping areas clear of food. Treating infestations	None
Bats	Observing wildlife protection legislation relating to bats	None
Wasps & Hoverflies	Contacting specialist organisations should invasions or nesting become a problem	