

Repair Responsibilities

Repair	Description	General Housing	Independent Living
Bath	Bath tap washers	Radius	Radius
	Bath taps excluding washers	Radius	Radius
	Bath Unit	Radius	Radius
	Bath wastes including blockages	Tenant	Radius
Bathroom fixtures & fittings	WC Seats	Tenant	Radius
	Bathroom medicine cabinets (if fitted by Radius)	Radius	Radius
	Towel Rails	Tenant	Radius
	Grab Rails (if fitted by Radius)	Radius	Radius
	Grab Rails (if fitted by tenant)	Tenant	Tenant
	Toilet roll holders (if fitted by Radius)	Tenant	Radius
	Toilet roll holders (if fitted by tenant)	Tenant	Tenant
	Not including: towel rails, toilet roll holders etc.	Radius	Radius
	Plug & chain	Tenant	Radius
	Bathroom medicine cabinets (if fitted by tenant)	Tenant	Tenant
Chimneys	Chimney Pots & Flues	Radius	Radius
	Sweeping of chimneys (due to fire risk)	Tenant	N/A
Communal Areas	Communal Areas	Radius	Radius
	Communal flooring	Radius	Radius
	Communal heating	Radius	Radius
	Communal internal & external decoration	Radius	Radius
	Communal kitchens	Radius	Radius
	Communal laundry equipment	Radius	Radius
	Corridor fire doors	Radius	Radius
	Corridor lighting	Radius	Radius
	Emergency Lighting	Radius	Radius
	Garden Maintenance	Radius	Radius
Decoration	External	Radius	Radius
	Internal	Tenant	Tenant

Repair	Description	General Housing	Independent Living
Domestic Appliances	E.g. cookers, washing machines, dishwashers, fridges	Tenant	Tenant
Door Entry System		Radius	Radius
Doors	Including frames, hinges, locks, door jambs, thresholds & handles	Radius	Radius
	Internal & external	Radius	Radius
Draught Proofing		Tenant	Radius
External Stores		Tenant	Radius
Fences & Gates		Radius	Radius
Fire & grate surroundings		Radius	Radius
Fire alarm equipment	Fire alarm systems	Radius	Radius
	Testing smoke alarm within own property	Tenant	Tenant
Fixtures & fittings	E.g. coat hooks, curtains, curtain rails	Tenant	Tenant
Floor Boards		Radius	Radius
Floor covering	Including adapting doors to accommodate carpets	Tenant	Tenant
	Kitchen & bathroom flooring (if fitted by Radius)	Radius	Radius
	Kitchen & bathroom flooring (if fitted by Tenant)	Tenant	Tenant
Fuel supply	Run out of communal oil or gas	Radius	Radius
	Run out of oil or gas in individual boiler	Tenant	Tenant
Fuses	Consumer Units	Radius	Radius
	Plugs and appliances	Tenant	Tenant
Garages	Including doors (but only after inspection)	Radius	Radius
Garden Maintenance	Including dustbins & the supply of replacement dustbins & refuse areas	Tenant	Radius
	Individual Gardens	Tenant	Tenant
	Dustbins, replacement bins and refuse areas (individual)	Tenant	Tenant
	Communal Refuse Area & Bins	Radius	Radius
	Including dustbins and refuse areas	Tenant	Radius
	Drainage	Tenant	Radius
Gas	Reporting Leaks - tenant must report immediately via emergency GAS line 0800 002 001	Tenant	Tenant
	Repairs & Servicing of gas appliances (installed by Radius)	Radius	Radius

Repair Responsibilities (cont.)

Repair	Description	General Housing	Independent Living
Glazing	In an emergency, making safe broken glazing with boarding pending replacement by tenant (May be reviewed in exceptional circumstances).	Radius	Radius
	Reglazing of broken glass in windows and/or doors (may be recharged depending on circumstances)	Tenant	Radius
Guttering	Gutters & Downspouts	Radius	Radius
Handrails	Where fitted by Radius	Radius	Radius
Heating & Hot Water	Bleeding radiators	Tenant	Radius
	Including storage heaters & fitted electric fires	Radius	Radius
	Immersion heaters	Radius	Radius
Hot water cylinders	Including cylinder insulation	Radius	Radius
Internal Plastering	Small plaster crack on walls including ceilings	Tenant	Tenant
	Large plaster repairs (following inspection to identify cause)	Radius	Radius
Kitchens	Base unit (only after inspection)	Radius	Radius
	Base unit doors (only after inspection)	Radius	Radius
	Drawers (only after inspection)	Radius	Radius
	Extractor fan (excluding filter)	Radius	Radius
	Wall cupboards, refit doors (only after inspection)	Radius	Radius
	Wall cupboards, re-secure	Radius	Radius
	Worktops including burns, scratches, chipped melamine (may be recharged for replacement)	Tenant	Tenant
	Kitchen appliances including connections e.g. gas cookers, fridges installed by the tenant	Tenant	Tenant
Letter boxes	Communal letter boxes	Radius	Radius
	Replacement keys for letterboxes (ordered via Radius)	Tenant	Tenant
Light fittings	Except light bulbs, dimmer switches, fluorescent tubes and starters band non-standard light fittings fitted by the tenant	Radius	Radius
Locks & Keys	Defective external locks	Radius	Radius
	Suited Keys: Tenant responsible for cost, only Radius can order replacement suited keys.	Tenant	Tenant
	External/internal doors to dwelling	Tenant	Tenant
	Including repairs to force entry if you get locked out and including broken keys in lock	Tenant	Tenant
	Lock changes due to loss of keys	Tenant	Tenant
	Ordering replacement key, fobs or lock changes following advance payment from the tenant.	Radius	Radius

Repair	Description	General Housing	Independent Living
Out buildings	Only if provided by Radius	Radius	Radius
Passenger lift		Radius	Radius
Paths	Including steps, footpaths and ramps	Radius	Radius
Plumbing repairs and leaks	Except for tenants own appliances e.g. washing machine, dishwashers etc.	Radius	Radius
Porches		Radius	Radius
Rain water gullies		Tenant	Radius
Render/external façade	External (only after inspection)	Radius	Radius
Roofs		Radius	Radius
Showers (if provided by Radius)	Shower doors	Radius	Radius
	Shower grab rails	Radius	Radius
	Shower units and trays	Radius	Radius
	Shower wastes	Radius	Radius
	Shower curtain including fittings and rail	Tenant	Radius
	Over bath showers (if fitted by tenant)	Tenant	Tenant
Sinks & Wash hand Basins	Blockages	Tenant	Radius
	Plug and chain	Tenant	Radius
	Sink taps	Radius	Radius
	Sink waste	Radius	Radius
	Wash hand basin unit	Radius	Radius
	Sink unit (only after inspection)	Radius	Radius
Skirting boards		Radius	Radius
Smoke/Carbon Monoxide detectors		Radius	Radius
Stair lift		Radius	Radius
Washing lines		Tenant	Radius
WC, cistern and seat	Blockages to WC and waste pipe (dependant on cause)	Tenant	Radius
	WC and cistern	Radius	Radius
	WC seat	Tenant	Radius