

Once you're living in your home, this is what the Connexus will be responsible for and what you will be responsible for.

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Major plasterwork	√		√
Plaster damage caused while decorating		√	√
Fill minor plaster cracks in walls		√	√
Internal decoration		√	√
Interior walls and floors	√		√
Loose floor covering and fitted carpets-unless they have been removed by Connexus		√	√
Skirting boards	√		√
Internal door stops where fitted by Connexus	√		√
Interior doors and frames including door furniture (not including painting and decorating)	√		√
Fire door removal to allow access for furniture-Chargeable Repair to customer	√		√
Altering doors for carpets including new builds		√	√
Chimneys, stacks, flues, chimney sweeping – solid fuel only	√		√
Fireplaces and fitted fires (only if fitted by Connexus) Excluding Electric Fire Suites.	√		√
Waste pipes	√		√
Taps	√		√

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Cleaning shower heads		√	√
Renew plug and chain to bath and sink plugs (except for pop-up plugs)		√	√
Pop-up sink plugs	√		√
Baths, basins and toilets	√		√
Toilet seats		√	√
Sealed steam proof light units	√		√
Sealants around baths, sinks and wash hand basins Including broken tiles.	√		√
Alterations to install own appliances, fittings or fixtures (Landlords Permission required)		√	√
Replacing kitchen cupboard child safety catches		√	√
Existing kitchen cupboards	√		√
Cupboard drawers	√		√
Worktops	√		√
Central heating systems and radiators (including annual servicing of gas and water heating appliances at least once within every 12 months and issue a copy of the gas safety certificate)	√		√
Disconnection and reconnection of cookers to be completed by a gas safe or electrically qualified tradesperson.	(Unless authorised by Housing Officer)	√	√
Gas and water pipes	√		√

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Bleed radiators (combi boilers)	√		√
Water heaters	√		√
Battery operated smoke alarms (changing batteries)		√	√
Mould removal Customer responsibility to report non-working extraction which Connexus maintain		√	√
Mains hard wired smoke alarms and ensuring compliance with Smoke Detection regulations	√		√
Wiring, sockets and fixtures that are supplied by Connexus	√		√
Fuse boxes	√		√
Changing light bulbs		√	√
Fuse Boxes Tripping – except where Fuse Box is inaccessible		√	√
Strip lights, starters and diffusers for standard fittings		√	√
Electric shower units (if fitted by Connexus)	√		√
Staircase, banisters, handrails	√		√
Stairlifts/hoist that belong to Connexus	√		√
Chimney Sweeps	√		√
TV, BT, Multimedia points and phone extensions.		√	√
White Goods, except where Connexus provide them as part of the service		√	√

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
	Outside your Home		
	Connexus Responsibility	Customer responsibility	Leaseholder Responsibility
Roof	√		
Fascia boards soffits and barge boards	√		
Shared Drains – Contact Seven Trent on 0800 7834444 or Welsh Water 08000520130 Sewerage 08000853968		√	√
Shared Drains on Connexus land within boundary of the property	√		
Drains, gutters and down pipes	√		
Pipes – including water services from the curtilage of the property to the property	√		
Cleaning leaves and garden waste from gullies		√	√
Blocked drains caused by tenant (chargeable repair)		√	√
Windows and window frames	√		
Broken glass. Any breakage of glass will be a chargeable repair if a crime reference number is not provided	√		√
Exterior doors including all fire doors	√		
Adjust/replace letter box flaps (unless PVC-U or fire doors)		√	
Door bells		√	

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Door numbers (unless PVC-U or fire doors)		√	
Draught excluders (Unless PVC-U doors or fire doors)		√	
Foundations	√		
Exterior walls	√		
Gaining access to the property if locked out (recharge)		√	√
Lost and Additional Keys		√	√
Key Snap in Lock	√		√
Suited Locks – we will recharge customers		√	√
General TV aerials		√	√
Garages, outhouses or stores that are provided by Connexus as part of the property	√		√
Sheds		√	√
Fencing except privacy panel or next to public pathway, car park or public land. Gates within fencing not maintained by Connexus at both front and rear of property (see separate Fencing Guide)		√	√
Garden and tree maintenance		√	
Driveways		√	
Washing lines and posts (unless communal area)		√	√

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Removal of rats, mice, bees, wasps, ants, fleas or cockroaches (unless communal area)		√	√
Graffiti Removal on Connexus Properties	√		
Patio		√	√
	Communal Areas		
	Connexus Responsibility	Customer responsibility	Leaseholder Responsibility
Balconies	√		
Roofing including Solar Panels	√		
Walkways and pathways	√		
Hallways	√		
Steps	√		
Lifts	√		
Landings	√		
Lighting (including emergency)	√		
Parking areas	√		
Boundary walls and fences	√		
Door entry systems	√		
Communal TV aerials	√		
Intercoms	√		
Garden, landscaping and trees.	√		
Rubbish chutes, bin stores and storage areas.	√		
Communal smoke alarms and other communal fire detection.	√		

Repairs service	Connexus responsibility	Customer responsibility	Leaseholder Responsibility
	Inside your home		
Security lights	√		
Playgrounds provided by Connexus	√		
Wet and dry Riser	√		
Water Hygiene Treatment	√		
Patios Provided by Connexus	√		
External Painting	√		
Air conditioning	√		
Communal Windows	√		

Leaseholders

As a general rule, repairs in the interior of the flat are the responsibility of the leaseholder and communal areas are the responsibility of the landlord.

Shared Owners

View individual leases for repair obligations.