

Summary of Landlord/Tenant Responsibilities	CRHA Responsibility	Your Responsibility	Comment
Appliance connections		✓	
Bird's nests		✓	
Bird's nests in chimney	✓		
Blocked drains / sinks / baths		✓	CRHA will carry out the work if required to protect the property, but there will be a recharge if the fault is down to tenant misuse
BT phone connections		✓	
Door bells	✓		
Door keys		✓	If we have to carry out a lock change, due to lost keys etc, you will be recharged for this service.
Fire grates / baskets	✓		Unless caused by tenant misuse - then a recharge will apply. CRHA will change items new on change of tenancy, but will expect all items to last minimum of 12 months.
Fluorescent tubes / starters/internal light bulbs		✓	
Guttering	✓		
Handrails	✓		
Letter box covers - outside	✓		
Light - Outside bulbs	✓		
Light - Sealed bathroom	✓		
Loft hatch keys		✓	
Mice / Rats infestation	✓		Unless caused by build up of rubbish - then a recharge will apply
Mice / Rats - individual		✓	Pests that have come inside from fields etc
Oil - run out		✓	
Sheds - coal/storage	✓		
Shed locks	✓		Post 1998 properties
Shed locks		✓	Pre 1998 properties
Shed padlocks		✓	
Shower cutains		✓	
T V aeriels		✓	
Taps	✓		
Toilet roll holders		✓	
Toilet seat		✓	
Trees / bushes in garden		✓	
Shed replacement and repairs	✓		
Velux window blind	✓	✓	Individual cases to be assessed by Maintenance Officer
Vinyl flooring - bathroom & kitchen		✓	Newly installed by CRHA on kitchen and bathroom refits and on tenancy changes where required.
Washing line		✓	
Wasp nests	✓		
Water butts	✓		
Window keys		✓	
Windows - broken		✓	Unless it is through an event of vandalism then provide CRHA with a crime reference number. You may be recharged if we carry out this repair