

Garages and Outbuildings

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Basic repairs to garages and outbuildings if owned by CYC. Lock change if lock faulty	✓			
Major repairs to garages and outbuildings if owned by CYC		✓		
Gaining Entry/ providing a new lock and keys – when tenant has lost keys to the garage			✓	Tenants will be re-charged if CYC carries out this work
Outhouses, Sheds and bin stores	✓			
Wooden Garden Sheds			✓	Garden sheds are gifted to tenants

External land within the property boundary

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Gardens - maintenance			✓	All gardens are tenant responsibility with the exception of communal gardens. If the garden is overgrown and you do not have a good reason for not doing the work yourself, we may do the work and charge you a reasonable cost for doing it
Repairs to driveways, paths, steps and other means of access owned by CYC	✓			We will repair / maintain paths providing access to the property and washing line where applicable.
Garden drainage and pooling water	✓	✓		Drainage will only be installed if there is a prolonged issue with drainage; and this will be at the discretion of the Officer carrying out the survey. It is normal for standing water to be found after periods of heavy rain.

Responsibility for Repairs

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Patios and paved areas that do not surround the perimeter of the property.	✓		✓	Tenants are responsible for maintaining patios that they have put in. CYC may complete small repairs where there is a trip hazard. Large repairs where there is a H&S risk may result in the patio being removed.
Washing posts	✓			Washing lines are tenant's responsibility.
Garden Walls	✓			We will repair garden walls where they were built by CYC - tenants are responsible for any garden walls they have built themselves. Where walls were built by former tenants CYC will remove if dangerous but will not repair.

Pipes and Drains

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Drain blockage – single drain owned by CYC	✓		✓	Tenants will be recharged if pipe work is not faulty and caused by customer misuse.
Water service pipes	✓			Outside of the boundary of the property water service pipes are maintained by Yorkshire Water.

Television aerials and satellite dishes

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Television aerials and satellite dishes	✓		✓	CYC are only responsible for communal aerials and satellite dishes.

Structural Repairs – Property Walls, Porch Canopies, Sub Floor

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
External walls / rendering / cladding	✓	✓		Repairs will be carried out if there is a health & safety concern or damp issues. Work not causing any issues will be deferred to future Investment programmes. Patch repairs will not be painted solely for cosmetic purposes.
Water under sub-floors	✓	✓		CYC will survey and determine the correct course of action.
Penetrating damp	✓	✓		An initial survey will be carried out. Damp works will be completed by contractors via the Capital Team.
Repairs to existing canopies over doors and windows	✓			Canopies will be removed if required

External Windows and Doors

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Single glazed windows and doors	✓	✓		
Repairs to window frames and cills	✓	✓		
Broken windows/glass	✓		✓	CYC will replace broken glass in communal areas. Broken windows in individual properties will generally be recharged unless it can be proved that the damage was fair wear and tear.
Window Restrictors	✓			Window restrictors are fitted to windows above ground level, unless classed as a fire escape route.
Failed Double Glazed Units	✓			
Draughty Windows	✓			

Responsibility for Repairs

Window ironmongery / Faulty doors and frames / External door locks and ironmongery	✓		✓	Recharges will apply if repair is due to tenant damage.
Door entry systems	✓			
New keys and Gaining Entry			✓	Where required CYC will carry out the repair and the tenant recharged.
External Meter cupboard doors	✓		✓	Recharge if due to tenant damage

Electrical

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Security Lighting	✓		✓	CYC will not replace lamps / bulbs but will repair fitting.
House Alarms	✓			CYC will repair where a rental charge is paid. Tenants must seek permission before installing alarms.
Communal security systems	✓			
Street lighting	✓			Street lighting repairs should be reported to York Customer Centre on 01904 551551 or ycc@york.gov.uk. Lighting around communal blocks should be reported as a housing repair.

Bathroom Fixtures and Fittings

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Bathroom fixtures			✓	E.G. toilet seats, bathroom cabinets, mirrors, towel rails, plugs and chains, shower curtains and toilet roll holders
Baths, sinks, toilets, showers and associated pipework	✓		✓	Repairs will be rechargeable if tenant damage.
Bath panels	✓		✓	May be rechargeable if damaged

Responsibility for Repairs

Internal pipe work boxing	✓		✓	Repairs will only be carried out to existing pipe boxing. Only pipes running vertically will be boxed in.
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Ceiling and Walls

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Patch plastering to ceilings and walls	✓		✓	Plaster patching will not be carried out for decorative purposes. Damage caused by leaks from neighbouring properties will be repaired.
Plastering to ceilings and walls for pre-decorative purposes			✓	
Filling plaster cracks e.g. cracks and small holes				Structural cracks will be investigated and remedial works carried out. Superficial cracks are tenant's responsibility.
Decoration			✓	After major works we will issue decoration packs, where appropriate.
Refixing/replacing loose wall tiles and missing grouting	✓		✓	A few loose tiles are tenant's responsibility to refix. Larger areas are CYC responsibility and they may be replaced with an alternative.

General Joinery

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Repairs to internal doors including ease, adjust, ironmongery and replacement doors.			✓	Internal doors are generally seen as tenant's responsibility - in exceptional circumstances CYC may carry out repairs if shown not to be the result of tenant damage.
Easing to internal doors and threshold strips to fit carpets			✓	
Skirting boards, door architrave and picture rails	✓		✓	This may be re-charged to the tenant if they have been removed / damages.

Responsibility for Repairs

Staircase, banister and handrails	✓			
Internal meter cupboard doors	✓			Recharge if due to tenant damage

Internal and External Painting

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Internal painting to walls, ceilings and woodwork	✓		✓	CYC responsible for internal painting to communal areas only.
External painting/staining e.g. wooden doors, handrails, fencing		✓		

Electrical Items

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Electrical wiring, sockets and light fittings	✓			Recharges will apply if tenants have changed electrics in anyway. Replacement of light bulbs is tenant responsibility. A Handyperson service is available to help those unable to do this.
Additional electric sockets	✓		✓	Additional sockets will only be installed if required for health & safety reasons or if there is a specific need.
Communal lighting	✓			
Repair of extractor fans	✓			
Installation of extractor fans	✓			Typically only installed as part of planned programmes. Will be installed as a repair only if required to improve ventilation
Domestic appliances installation and repair of washing machines, cookers, fridges etc.			✓	Where appliances are installed in a property that is let these will be 'gifted' to the incoming tenant and no repair / replacement obligation will remain with CYC. Any existing appliances installed by CYC will be maintained repaired.

Smoke alarms	✓	✓	✓	If CYC installed we will maintain faulty alarms but tenants are responsible for replacing batteries in smoke alarms where a replacement battery can be fitted. As part of our planned maintenance programme 'hard wired' smoke alarms are being fitted to all properties.
Plugs on electrical items			✓	Unless electrical items are the property of CYC e.g. communal kitchens, laundry rooms
Electrical consumer units	✓			
Electrical storage heaters, but only if owned by CYC	✓			
Electric fires	✓			
Electric meter and supply of electricity			✓	CYC are not responsible for meters and tenants would need to contact their supplier. If a tenant wishes to have a smart meter fitted they must request permission and CYC is not responsible for any alterations required, e.g. To kitchen units.
Disconnection and reconnection of cookers, unless owned by CYC			✓	This will only be completed by CYC if access is required to the cooker space, e.g. flooring repair, kitchen unit replacements
Re-setting trip switches	✓		✓	It is generally appliances that trip electrics, all electrical items should be unplugged to find the cause. Repairs will be recharged if this is found to be the cause.

Responsibility for Repairs

Floors

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Concrete/asphalt floors Floorboards and joists	✓			Large repairs may result in a temporary repair being completed. Floors that need large areas replacing will be completed as planned works. Floorboards are not replaced solely for cosmetic purposes. It is advisable not to leave floorboard bare and cover them with a suitable floor covering.
Floor tiles where fitted by CYC	✓			These are mainly found in kitchens and bathrooms. Old floor tiles may contain asbestos and should not be removed without checking first.
Loose floor coverings, fitted carpets and laminate flooring			✓	Permission is required where fitting laminate flooring. It is tenants responsibility to remove any floor coverings to allow work to be carried out either to the floor or sub floor area.

Responsibility for Repairs

Home Energy Efficiency

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Draught proofing to windows and external doors	✓			Where draught proofing has failed
Photovoltaics (solar panels)	✓			CYC will pass repair to contractor who installed panels
Replacement or top up of loft insulation if does not meet current regulations	✓			Personal items would need to be removed from the loft space to allow this work to take place.
Condensation, damp and black mould	✓	✓	✓	Tenants are required to take action to reduce condensation – see https://youtu.be/i3GTIfnviGE . Where this is reported CYC will carry out an inspection and give relevant advice and, if necessary, arrange for repair work to be undertaken to alleviate the issues. Major damp works (including where standing water is present in the subfloor) are undertaken as part of a Planned Maintenance programme

Kitchen

Repair type	CYC – Responsive repair	CYC-Planned Maintenance	Tenant	Comments
Kitchen cupboards, worktops, drawers, door catches, handles and hinges	✓		✓	Cupboards beyond repair will be replaced, but may not match existing units. Re-charges may apply if the tenant has damaged the kitchen units or worktops. Permission is required if a tenant wants to change the kitchen in any way; including painting the kitchen cupboards.

Plumbing

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Installation of dishwashers and washing machines. Leaks from these appliances and pipework			✓	CYC is responsible for the pipework up to the isolation valve on the appliance. See 'Improving Your Home' leaflet for guidance on installing appliances.
Leaks from pipework, sinks, baths, toilets	✓			Any repairs due to leaks resulting from tenant damage will be recharged.
Overflow pipes and water tanks	✓			
Clearing blocked sinks, baths, toilets etc	✓		✓	In the first instance this should be cleared by the tenant. A recharge may occur if the blockage is due to neglect (e.g. Blockage caused by nappies / wetwipes / excessive fat). CYC not responsible for blocked waste pipes to washing machines / dishwashers.
Dripping or leaking taps, stop taps and valves	✓			Replacement taps may not necessarily match existing taps. Tenant responsible for valves to washing machines / dishwashers
Repairs to sink unit and wash hand basins / toilets and cisterns / baths and shower trays	✓			Repairs will be recharged if found to be caused by tenant damage - e.g. Cracks to wash hand basins
Replacement/repair of toilet seats, plugs and chains, shower heads and hoses			✓	These items will be replaced, if required, when a property becomes empty as part of the void process but will not be replaced in tenanted properties.
Showers if fitted by CYC	✓			
Seal to bath and sink units and tile joint	✓			
Boxing in of new or existing pipe work	✓			Only vertical heating pipes will be boxed in.

Responsibility for Repairs

External taps, fitted by CYC	✓		✓	Tenant responsible for taps they fit; permission must be granted for fitting of external taps - see 'Improving your home' leaflet.
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Environmental

Repair type	CYC – Responsive repair	CYC- Planned Maintenance	Tenant	Comments
Pests	✓		✓	CYC responsible where rats / squirrels / wasps are inside the property. Tenants are responsible for dealing with all other pests - e.g. ants / mice / slugs

<p>Telephone: 01904 551550 Website: www.york.gov.uk/Housing Address: Housing Services West Offices Station Rise York YO1 6GA</p>	<p>This information can be provided in your own language. Informacje te mogą być przekazywane w języku ojczystym. <small>Polish</small> Bu bilgi kendi dilinizde almanız mümkündür. <small>Turkish</small> 此信息可以在您自己的语言。 <small>Chinese (Simplified)</small> 此資訊可以提供您自己的語言。 <small>Chinese (Traditional)</small></p>
<p>Large print, CD and other formats available on request</p>	