

| Type of repair | Responsibility | |
|---|----------------|----------|
| | Livv | Customer |
| Filling small plaster cracks | | ✓ |
| Plastering | ✓ | |
| Replacing lost keys and locks | | ✓ |
| Easing internal doors to fit carpets | | ✓ |
| Repairs due to wear and tear | ✓ | |
| Repairs due to tenant neglect or damage | | ✓ |
| Additional security | | ✓ |
| Repair any defects to the fabric of the building (including plaster work) caused by water ingress | ✓ | |
| Prevent condensation build up by adequately heating and ventilating the property | | ✓ |
| Clearing blocked sinks, basins, toilets or shower wastes | | ✓ |
| Plumbing in washing machines | | ✓ |
| Tap washers | ✓ | |
| Sink and bath plugs | | ✓ |
| Shower curtain and rail | | ✓ |
| Renew and fix toilet seat | | ✓ |
| Leaks | ✓ | |
| Hot and cold water tanks | ✓ | |
| Bleeding radiators | | ✓ |
| Re-lighting boilers | | ✓ |
| Boiler repairs | ✓ | |
| Radiator leak | ✓ | |
| Gas leak within property | ✓ | |
| Gas servicing | ✓ | |
| Gas/electric fire fitted by Livv | ✓ | |
| Gas/electric fire fitted by customer | | ✓ |
| Sweeping chimneys based on who fitted the gas appliance | ✓ | ✓ |
| Replacing fuses to appliances | | ✓ |
| Replacing light bulbs | | ✓ |
| Extractor fans | ✓ | |
| Lighting | ✓ | |
| Sockets | ✓ | |
| Immersion heater | ✓ | |
| Communal gardens and grassed areas | ✓ | |

| Type of repair | Responsibility | |
|---|----------------|----------|
| | Livv | Customer |
| Entry phone | ✓ | |
| Lifts | ✓ | |
| Beams | ✓ | |
| Chimney stacks | ✓ | |
| Foundations | ✓ | |
| Rainwater and soil pipes | ✓ | |
| Timbers and joists | ✓ | |
| Gutters, soffits & bargeboards | ✓ | |
| Roof covering | ✓ | |
| Brickwork | ✓ | |
| Insect/rodent infestation to block | ✓ | |
| Insect/rodent infestation to individual property | ✓ | ✓ |
| Concrete screeds | ✓ | |
| Pathways - where installed by Livv | ✓ | |
| Floor joists | ✓ | |
| Floor boards | ✓ | |
| Skirting boards | ✓ | |
| Floor tiles | ✓ | |
| Kitchen/bathroom vinyl | ✓ | |
| Carpet | | ✓ |
| Laminate | | ✓ |
| Internal decorations | | ✓ |
| Decorations to and maintenance of communal areas | ✓ | |
| Window fasteners, catches etc - not damaged by customer | ✓ | |
| Window frames | ✓ | |
| Window glazing | | ✓ |
| Communal fencing, walls and gates | ✓ | |
| Boundary fences & walls - where installed by Livv | ✓ | |

