



4. REPAIRS

You are responsible for all repairs and day to day maintenance of your home.

IF YOU LIVE IN A FLAT WE ARE RESPONSIBLE FOR REPAIRS AND MAINTENANCE TO COMMUNAL AREAS SUCH AS:

- Corridors
- Stairways
- Communal entrances
- TV aerials
- Lifts
- Roofs
- Gutters

We will arrange and carry out the work but you are responsible for paying your share of the cost either through your service charge or through a one-off payment depending on the terms of your lease.

The table opposite shows some typical repairs that may be required within a block of flats.

IF YOU NEED TO REPORT A REPAIR, PLEASE CALL: **0333 400 8222**
Please be aware you are responsible for ensuring that any gas appliances in your property are regularly serviced and are working safely.



ASTER
GROUP

HAVING WORK DONE IN YOUR HOME?

TYPE OF REPAIR	OUR RESPONSIBILITY	YOUR RESPONSIBILITY
Stopcocks in your block or building	●	
Stopcocks in your flat		●
Burst or leaking pipes up to and including the main stopcocks	●	
Burst or leaking pipes beyond the main stopcock		●
Communal water storage tanks	●	
Water storage tanks in your flat		●
Bath, sink, basin, taps, WC and waste pipes traps		●
Clearing of a blockage to the main soil stack, rain water pipes and gutters	●	
Windows in shared areas	●	
Windows in flats	DEPENDS ON LEASE	
Doors in shared areas	●	
Front door to your flat	DEPENDS ON LEASE	
Electricity supply in shared areas (including internal and external lighting, rewiring, door entry systems)	●	
Electricity supply inside your flat		●
Roof	●	
External walls	●	
Plaster in shared areas	●	
Plaster in your flat		●
Decorating shared areas	●	
Decorating inside your flat		●
Maintaining external shared gardens and roads (if not a public highway)	●	
Maintaining private gardens		●
TV aerials - shared system	●	
TV aerials to your flat only		●
Buildings insurance	●	
Contents insurance		●