

Residential Tenants – Fault Reporting

If you need to report a building defect whether emergency or otherwise during normal working hours you should telephone our Helpdesk on 020 7027 5792. Outside of these hours Emergencies only should be reported to HA Marks on 020 3633 4224.

When contacting us you will be required to quote your name, the full address of the property and a contact telephone number.

You should note that if contractors are called to deal with an Emergency as advised by the tenant which is later deemed not to be an emergency the costs of the call out will be recharged to you.

It may be necessary for a maintenance surveyor to call to your property to inspect the repair before an order is raised to an external contractor. This may be because of the specialised nature of the repair or to establish if something needs replacing rather than repairing.

The accompanying page contains general information regarding maintenance. It provides details of the Landlord's responsibilities with regards to repairs and your responsibilities as a tenant. You should consult this document before contacting us.

For all other general enquiries in relation to the property you occupy, you should continue to liaise with the relevant surveyor in our property management department.

If you consult your current tenancy documentation you will see that under Sections 11 to 16 of the Landlord and Tenant Act 1985 (as superseded by the Housing Act 1988) the Landlord is responsible for the repair of the structure and exterior of your premises and certain installations for the supply of gas, water and electricity and sanitation.

This page provides general information regarding the landlord's maintenance obligations. It provides details of London Underground's responsibilities and the responsibilities of you as the tenant. Please consult this document before contacting us.

London Underground's Responsibilities

We are responsible for the carrying out of repairs to the structure and exterior of the building, including:

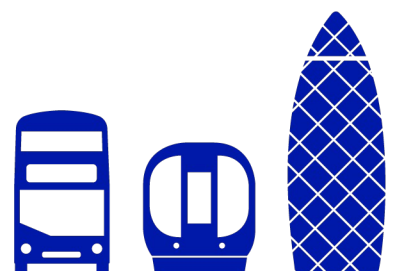
- Drains, gutters and external pipes
- Roof, foundations, walls, doors and windows
- Any chimney and chimney stack, excluding sweeping
- Any paths, steps, entrances to the property and fences previously installed by London Underground
- Major plaster works
- Painting (exterior only)
- Installation for heating, hot water, sanitation, the supply of gas and electricity (from the meters)
- Basins, sinks, baths, toilets and cisterns
- Waste pipes, overflows and other plumbing
- Electrical fittings and wiring
- Plumbing (excluding appliances supplied by the tenant)
- Individual heaters, heating systems and hot water appliances previously installed by London Underground
- Communal areas to blocks of flats such as corridors, stairways and entrances
- Communal facilities like television aerials, door entry systems, rubbish chutes, lifts and stairway lighting

Tenant's Responsibilities

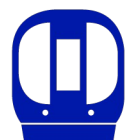
As a tenant, you are responsible for the internal decoration of the property and any fittings that belong to you or have been installed by you i.e. cooker, washing machine, fridge freezer, curtain rails, additional kitchen fittings, shower fittings (if installed by you) etc.

You are also required to carry out minor repairs internal to your property, including: -

- Letter boxes, flaps, door knockers and door bells, door locks, latches and bolts
- Kitchen cupboard door handles, catches and hinges
- Kitchen drawer handles
- Plugs and chains to sinks, wash-hand basins and baths
- Hat and coat rails and hooks
- Pull chain or cord to high level toilet flushing cistern
- Any fire grates, surrounds and bars
- Electric plugs (but excluding plug sockets)
- Replacement of any internal cracked or broken glass
- Draught-proofing of doors and windows
- Minor cracks to plasterwork



You must take reasonable care of the property and must report any repairs us. You are responsible to us for any damage to your property caused by neglect or negligence on your or a visitor's part.



EVERY JOURNEY MATTERS