

Repair Description/ Location	L&G/ Management Provider	You
Your Home's Structure		
Foundations, roof, rainwater goods, walls, windows, external doors, floors, stairs and chimney stacks	✓	
Repairs Inside Your Home		
Water supply and pipes from the meter	✓	
Bathroom, WC and Cloakrooms (provided by L&G): sink, basin, toilet, bath, shower unit, shower enclosure, shower screen, extractor fan, shower pump, taps, waste, leaks, flooring, wall tiling	✓	
Bathroom, WC and Cloakrooms (customer installed) sink, basin, toilet, bath, shower unit, shower enclosure, shower screen, extractor fan, shower pump, taps, waste, leaks, flooring, wall tiling		✓
Sealant to sinks, WC, baths, showers and floor perimeters		✓
Blockage to sink, toilet or bath <i>(If you have tried to unblock and this has not resolved the issue, please raise the repair, however you may be charged if nappies, sanitary towels, oil or food waste are found to be the cause)</i>		✓
Bath panel replacement		✓
Toilet seat replacement		✓
Plug and chain replacement <i>(Pop up wastes will be replaced by L&G, but if customer damage/misuse is found to be the cause you may be charged)</i>		✓
Shower hose, heads, riser rails and shower curtain replacement		✓
Kitchen (provided by L&G): Cupboards, wall units, doors, worktops, sinks, taps, waste, leaks, flooring, wall tiling, extractor fan.	✓	

Repair Description/ Location	L&G/ Management Provider	You
Kitchen (customer installed): Cupboards, wall units, doors, worktops, sinks, taps, waste, leaks, flooring, wall tiling, extractor fan.		✓
White goods/appliances installed by L&G and not gifted	✓	
White goods/appliances installed by customer or gifted		✓
Leaks arising from L&G provided appliances, pipework, roofs, rainwater goods, windows and walls	✓	
Flooring (Not Gifted)	✓	
Customer supplied fixtures and fittings		✓
Pest control <i>(Unless in a communal internal or external space)</i>		✓
Chimney breasts and flues	✓	
Central heating systems (boilers, air-source heat pumps, radiators, cylinders)	✓	
Bleeding radiators and adjusting boiler pressure		✓
Electrical wiring and fittings including consumer unit, sockets and switches	✓	
Fuses (RCD)	✓	
Storage Heating (provided by L&G)	✓	
Smoke, heat and CO detectors (provided by L&G)	✓	
TV aerials, satellites dishes and Wi-Fi <i>(Unless communal)</i>		✓
Light bulbs, fluorescent tubes and starter motors		✓
Resetting a tripped switch at consumer unit		✓

Repair Description/ Location	L&G/ Management Provider	You
Major cracks (thicker than £1 coin) and plaster repairs (walls and ceilings)	✓	
Minor decorative cracks and holes (walls and ceilings)	✓	
Curtain pole, rail or track supply or replacement		✓
Internal door repairs and replacement (Kitchen and bathroom only)	✓	
Internal fire door repairs and replacement	✓	
Other internal door repairs and replacement		✓
Doorbell replacement or fitting (including batteries)		✓
Door handles and latches on internal doors and cupboards (except kitchen and bathroom)		✓
Letterbox repair or replacement		✓
Letterbox repair or replacement to a fire door (flat)	✓	
Painting and decorating – general		✓
Painting and decorating after a leak or damage including mist coating new plaster	✓	
Damp treatment	✓	
Mould treatment for areas bigger than A4 (significant and above)	✓	
Mould wash for areas smaller than A4 (minor)		✓
Window replacement and repair (handles, glazing and mechanisms) <i>(If glazing has broken due to customer damage or misuse, this may be charged for)</i>	✓	

Repair Description/ Location	L&G/ Management Provider	You
Replacement front door locks		✓
Repairs to cooling systems	✓	
Repairs and servicing to underfloor heating	✓	
Repairs Outside Your Home (Exc. Structure)		
Rear garden boundary walls, fences and gates that lead onto public footpaths or publicly accessible areas	✓	
Rear garden boundary walls, fences and gates that form part of your property and border a neighbour's property (or privately owned land)		✓
Front garden boundary walls, fences and gates		✓
Garages and property specific brick-built stores (excluding sheds)	✓	
Sheds (if not gifted or customer installed)	✓	
Paths and walkways, where shared or main access to property	✓	
Patios, paved external areas including driveways (L&G installed)	✓	
Patios, paved external areas including driveways (customer installed)		✓
Unblocking of external waste pipes	✓	
Solar panel repair and maintenance (L&G installed)	✓	
Solar panel repair and maintenance (customer installed)		✓
EV charger (L&G installed)	✓	
EV charger (customer installed)		✓

Repair Description/ Location	L&G/ Management Provider	You
Washing lines or rotary driers (private)		✓
Window frames and cills	✓	
Dustbin replacement		✓
Garden maintenance including hedges and trees (private)		✓
Repairs To Communal Areas		
Pest control (communal)	✓	
Painting and decorating (communal internal and external)	✓	
Passenger lifts	✓	
Flooring (communal)	✓	
Door entry systems including intercom handsets	✓	
CCTV systems	✓	
Alarms	✓	
Unblocking of communal stacks	✓	
TV aerial or satellite for communal use	✓	
Communal EV Chargers	✓	
Communal shared appliances	✓	
Washing lines or rotary driers	✓	
Communal boundary walls, fences and gates that lead onto publicly accessible areas	✓	
Barriers and gates (communal)	✓	

Repair Description/ Location	L&G/ Management Provider	You
Tress and grounds maintenance <i>(L&G are responsible, unless the area is owned or managed by a managing agent)</i>	✓	
Play areas/playground equipment	✓	