

APPENDIX 2: TENANT & LANDLORD RESPONSIBILITIES

Doors	SSHA	TENANT	RECHARGE
Forced Entry *	√		*
Lost keys *		√	*
All Doors	√		
Letterbox	√		
Door Bell	√	√	
Door Entry System	√		
Door Chain	√	√	
<i>Door Handles</i>	√		
<i>Door Spy Hole</i>	√		
Door Locks	√		
Draft Excluders	√		
Letterbox	√		
Communal Close Doors	√		
Door Frames & Facing	√		
Door Name Plate		√	
KITCHEN	SSHA	TENANT	RECHARGE
Cooker *(unless supplied as part of tenancy agreement)		√	*
White Goods (unless supplied as part of tenancy agreement)		√	
Cooker Control Unit	√		
Cooker Filter for cooker hood		√	
Kitchen Units	√		
Kitchen Worktop	√		
Sink and Drainer	√		
Floorcoverings		√	
PLUMBING	SSHA	TENANT	RECHARGE
Blocked Sink, WHB, Bath or Toilet *(Rechargeable where found to be caused by tenant)	√		*
Domestic Cold Water Supply	√		
Internal/External Pipes and Drains	√		
Downpipes and Gutters	√		
Hot Water Supply	√		
Plugs & Chains		√	
Taps	√		
Underground Pipe Burst	√		
Damage to Sinks or Sanitary Ware * (Rechargeable where found to be caused by tenant)		√	*
HEATING	SSHA	TENANT	RECHARGE
Gas/ Electric Fires (unless supplied as part of tenancy agreement)		√	
Heating Controls	√		
Radiators	√		
Gas Boilers	√		
Electric Storage Heaters	√		
Hot Water Storage Cylinders	√		

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WINDOWS	SSHA	TENANT	RECHARGE
Glass unless damaged By Vandalism *(Rechargeable where found to be caused by tenant)	√		*
Windows (Frames, Catches, Mechanisms, Handles)	√		
ELECTRICAL	SSHA	TENANT	RECHARGE
Extractor Fans	√		
Communal TV System	√		
TV Aerial Socket	√		
Individual TV or Satellite Aerial		√	
Light Fittings as supplied at Tenancy	√		
All other Light Fittings	√		
Plugs (including fuses)		√	
Light Bulbs and Tubes (with the exception of properties where there is enclosed lighting that require fluorescent butterfly tubes installed in bathrooms)		√	
Smoke Alarms	√		
Carbon Monoxide Detector	√		
Heat Detector	√		
Consumer Unit / Fuse Board	√		
Photovoltaics Panels including Solar PV	√		
BATHROOM	SSHA	TENANT	RECHARGE
Bath Ware (rechargeable where found to be caused by tenant)	√		*
Shower (unless supplied as part of the tenancy agreement)		√	
Shower Curtains		√	
Toilet Seat		√	
WC and Wash-hand Basin (rechargeable where found to be caused by tenant)	√		*
Floorcoverings		√	
STRUCTURE	SSHA	TENANT	RECHARGE
Roofs	√		
Ceilings	√		
Floors, excluding floor coverings	√		
Roughcast & Plastering	√		
Stairs	√		
Handrails	√		
Walls (including plaster repairs)	√		
Wood Cladding	√		
Grass Cutting of Individual Gardens		√	
Grass Cutting of Common Areas	√		
Tenants Garden Features and Flowerbed Maintenance		√	
Close Cleaning	√		
Loft Insulation	√		

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Cavity Wall Insulation	√		
Tenants Own Security Lighting		√	
Lifts	√		
Fire Safety Equipment	√		
Water Tanks & Pumps	√		
CCTV	√		
Solar Panel Meters	√		
Communal Fire Alarm Systems	√		
Communal Mechanical Extract	√		
OTHER	SSHA	TENANT	RECHARGE
Bin Stores	√		
Clothes Poles	√		
Fencing	√		
Internal Decoration		√	
External Decoration	√		
Carpets & Other Personal Belongings		√	
Play Park Equipment	√		
PEST CONTROL	SSHA	TENANT	RECHARGE
Bedbugs (subject to Policy)	√		
Cockroaches (subject to Policy)	√		
Mice		√	
Rats		√	
Fleas		√	
Pigeons		√	
INSURANCE	SSHA	TENANT	RECHARGE
Home Contents		√	
Building Insurance	√		

- * Denotes a possible recharge
- √√ If ticked as both SHA & Tenant responsibility SHA will only maintain if they have installed