

Linstone Housing Association
Repairs Service – Report a Repair

DOORS	LINSTONE	TENANT	EXCEPTIONS
Close door	Yes		
Internal door	Yes		
Internal fire delay door	Yes		
External door	Yes		
Door bell		Yes	
Door chain		Yes	
Door handle	Yes		
Door lock	Yes		Unless tenant has lost or broken key or is an additional lock fitted by tenant
Letter box	Yes		
Name plate		Yes	
Replacement keys		Yes	
ELECTRICAL	LINSTONE	TENANT	EXCEPTIONS
Communal T.V. aerial systems	Yes		Until obsolete – when tenant requires to supply own aerial
T.V. aerials		Yes	
Electrical			
- Fires	Yes		Unless tenants own
- Sockets	Yes		
- Switches	Yes		
- Wiring	Yes		
- Fusebox/fuses (main)	Yes		
- Fuse on plug/plug			
- Heating booster switch		Yes	
- Heating timer	Yes		
	N/A	N/A	Scottish Power
Light bulbs		Yes	
Light fittings	Yes		
Stair lighting	Yes		
Smoke detectors (mains)	Yes		
Smoke detectors (battery)	Yes		Battery replacement
FENCING	LINSTONE	TENANT	EXCEPTION
Divisional fencing between tenants		Yes	
Fencing around blocks of flats	Yes		
Garden boundary fences		Yes	

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Perimeter boundary fencing around the estate	Yes		N.B. in some cases, the responsibility lies with Renfrewshire Council, rather than Linstone.
HEATING	LINSTONE	TENANT	EXCEPTIONS
Electric fires	Yes		Unless owned by tenant and not adopted by Linstone
Electric storage heating	Yes		
Gas central heating including radiators, water pipes, timers, thermostats and pumps	Yes		Unauthorised installations or those not adopted for maintenance
Gas fires	Yes		Unless owned by tenant
Gas meter	N/A	N/A	Transco's responsibility
Gas water heater	Yes		
JOINERY	LINSTONE	TENANT	EXCEPTIONS
Bannister (Internal)	Yes		
Ceilings	Yes		
Cupboards		Yes	
Fascia boards; soffit boards etc	Yes		
Floorboards	Yes		
Floor tiles (decorative) and laminate flooring		Yes	
Gates	Yes		
Hatch to common stair loft within the house	Yes		
Handrail – external	Yes		
Kitchen fittings and worktops	Yes		
Plasterboard	Yes		
Pulley (clothes)		Yes	
Skirtings		Yes	
Sink top/bowl	Yes		
Sink base unit	Yes		
Stairs (internal)	Yes		
PLUMBING	LINSTONE	TENANT	EXCEPTIONS
Back boiler	Yes		
Bath	Yes		
Blocked sink/w.h.b./bath or toilet	Yes		
Cistern	Yes		
Downpipes (soil; rainwater)	Yes		
Drainage	Yes		
Guttering	Yes		
Overflows	Yes		
Plugs/chains (sink/bath)		Yes	
Radiators	Yes		
Shower unit		Yes	Unless fitted by Linstone as medical adaptation or property has no bath.
Taps	Yes		
Tap washers	Yes		
Toilet pan	Yes		

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Wash basin	Yes		
Washers	Yes		
Water heater	Yes		
Water supply (including cold and hot water storage tanks and pipes)	Yes		
Washing machine fittings		Yes	
STRUCTURE	LINSTONE	TENANT	EXCEPTIONS
Balconies	Yes		
Brick work	Yes		
Chimneys (including pots and cowls)	Yes		
Damp proof course	Yes		
Floors	Yes		Carpets; vinyl, tiles, laminate etc unless furnished let
Foundations	Yes		
Glass – external	Yes		
Glass – internal		Yes	
Handrail – external	Yes		
Lifts	Yes		
Painting – external	Yes		
Painting – internal		Yes	
Porch	Yes		Unauthorised structure
Refuse chutes	Yes		
Roof (including skylight/tiles)	Yes		
Roughcast	Yes		
Slates	Yes		
Steps	Yes		
Ventilations	Yes		
Verandas	Yes		
Walls (house)	Yes		
Walls (retaining garden walls)	Yes		Unless built by the tenant
WINDOWS	LINSTONE	TENANT	EXCEPTIONS
Glass in windows	Yes		
Ropes/sash cords	Yes		
Window catches	Yes		
Window frame	Yes		
Window handles	Yes		
Window locks	Yes		Unless fitted by tenant
Window sills	Yes		
OTHER	LINSTONE	TENANT	EXCEPTIONS
Bin shelters	Yes		
Car ports		Yes	When provided by Linstone
Clothes poles	Yes		
Coal bunkers	Yes		
Communal areas to flats	Yes		Except cleaning

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Cooker control unit	Yes		
Cooker, including connection to pipes		Yes	
Decoration		Yes	
Driveways		Yes	Where it forms part of pedestrian access to house
Drying areas	Yes		
Estate footpaths	Yes		Unless adopted by the Local Authority
Greenhouses		Yes	
Garden huts		Yes	
Lock-ups (provided by Linstone)	Yes		
Medical adaptations (installed/adopted by Linstone)	Yes		
Other white goods e.g. fridge		Yes	Unless house let as furnished accommodation
Parking areas (communal)	Yes		
Paths (to garden)		Yes	Except when paths services more than one property.
Path (to house – main access)	Yes		
Play equipment	Yes		
Rotary drier	Yes		
Sheds		Yes	
Wasps nests	Yes		Common areas and garages only. In some cases the matter will be passed to Renfrewshire Council