

	Us	You
Plumbing		
Fitting a new washer to the main stopcock to the block	*	
Repair burst or leaking water pipes up to and including the main stopcock	*	
Repair or replace water storage tank (shared tank)	*	
Clear blockages or repair leaks to main soil stack, rainwater pipes and gutters	*	
Fitting a new washer to the mains stopcock inside your flat		*
Repair burst or leaking water pipe beyond the stopcock		*
Repair or replace water storage tank (individual tank to your property)		*
Repair or replace the bath, basin, sink, taps or toilet		*
Repair to a leaking waste pipe or trap fittings		*
Electrical		
In your flat		
Rewiring		*
Repair or replace the distribution board including the incoming main supply	*	
Replacing and repairing fittings		*
Repairing individual doorbells		*
In shared or communal areas		
Rewiring	*	
Replace and repairing fittings	*	
Repairing the shared door-entry system including the equipment inside flats	*	
Heating and hot water appliances		
Shared system	*	
Individual system		*
Flue liner		*
Annual servicing of the boiler in a house or flat		*
Carpentry-		
flooring in shared or communal areas		
Joist and wall plates	*	
Floor boards	*	
Floor titles	*	
Concrete floor slab	*	
Concrete floor screed	*	
Floor inside the flat		
Joist and wall plates	*	
Floor boards	*	
Floor titles		*
Concrete floor slab		*
Concrete floor screed		*
Skirting boards		*
Roof structure and coverings (flats only)	*	
Staircase repair		
Shared or communal area	*	
Inside flat or house		*
Window frames in shared or communal areas		
Frame	*	
Sashes	*	
Fixtures and fittings	*	
Cords and wrights	*	

Putty	*	
Glazing		
Windows in shared areas	*	
Windows to flats (including replacement putty)		*
Property entrance doors		
Frame		*
Door		*
Fixtures, fittings and locks		*
Doors inside the flat or house		
Frames and lining		*
Door		*
Fixtures, fittings and locks		*
Repairs to fitted units and cupboards within the property		*
Doors in shared or communal areas		
Frames and lining	*	
Doors	*	
Fixtures, fittings or locks	*	
Force entry to property		
Break-ins through the door		*
Break-ins through window (damage to frame)		*
Break-ins through window (glazing only)		*