

Who's responsible?

Outside your home	MVH	You
Pipes and drains		
Soil and vent pipes/clips	✓	
Drains and gully surrounds	✓	
Gully areas	✓	
Drain blockage	✓	
Inspection chambers	✓	
Gardens and boundaries		
Gardens: trees, hedges, shrubbery (inc. rubbish removal)		✓
Garden walls (unless owned by MVH)		✓
Fencing: boundary*	✓	
Fencing: party**	✓	
Paths, steps, areas or other (unless owned by MVH)		✓
Clothes posts or rotary dryers (unless communal)		✓
Car hardstandings and gates (unless owned by MVH)		✓
Garages and outbuildings		
Garages and outbuildings (unless owned by MVH)		✓
TV aerials and satellite equipment including cabling		✓
Fuel bunkers		✓
Garden sheds		✓
Bins		✓

* Forms the outer boundary of the property.

** Forms the boundary between two properties.

Inside your home	MVH	You
Windows		
Internal timber, picture rails	✓	
Window vents	✓	
Doors		
Internal doors, ironmongery and threshold strips	✓	
Easing/oiling doors		✓
Walls		
Internal walls	✓	
Major plasterwork, plaster air vents	✓	
Minor repairs to plasterwork, cracks and small holes		✓
Wall tiles (unless fitted by tenant)	✓	
Floors		
Concrete floors (not including floor tiles)	✓	
Floor tiles (unless fitted by tenant)	✓	
Loose floor coverings and fitted carpets		✓
Floorboard and joists	✓	
Fireplaces		
Fireplace tiles (unless fitted by tenant)	✓	
Sweeping chimneys (to open flued fires)	✓	
Staircase		
Staircase, banister and handrails	✓	

Inside your home	MVH	You
<i>Electrical Items continued</i>		
Extractor fans (unless owned by MVH)		✓
Replacing fuses		✓
Plumbing		
Water service pipes, overflows and water tanks	✓	
Blocked sink, bath and handbasin waste pipes		✓
Blocked toilet		✓
Taps, stop taps and wheel valves	✓	
Sink unit	✓	
Wash hand basin	✓	
Toilet flushing systems	✓	
Toilet seats and lids		✓
Bath or shower tray	✓	
Plugs and chains		✓
Shower (unless owned by MVH)		✓
Sealant to bath and sink unit / tiles		✓
Bleeding of radiators		✓
Gas boiler, warm air unit and pipework	✓	
Supply of gas and gas meter		✓
Gas fires (unless owned by MVH)		✓
Gas water heaters (unless owned by MVH)		✓

Inside your home	MVH	You
Plumbing continued...		
Disconnection and reconnection of washing machines and dishwashers (only an MVH responsibility if you are moving home because of improvements)		✓
Internal redecoration		
Internal redecoration, wallpapering, painting etc.		✓
Home security		
Extra locks to doors and windows		✓
Security door chains and spy holes		✓
Home energy efficiency		
Draught-proofing to windows (unless provided as part of a scheme)		✓
Draught-proofing to external doors (unless provided as part of a scheme)		✓
Low-energy light bulbs		✓

If damage is caused to any items owned by Merthyr Valleys Homes by the tenant or visitors, you may be charged for its repair. If a repair is required as a result of vandalism, you will need to provide us with a crime reference number to ensure that we do not charge you for the repair.