

# WHO FIXES WHAT?

## FAMILY TYPE HOUSING REPAIRS

Repair	Description	Responsibility	
		FOLD	Tenant
Bath	Bath Unit	✓	
	Bath wastes including blockages	✓	
	Bath taps excluding washers	✓	
	Bath tap washers		✓
	Plug & chain		✓
Bathroom fixtures & fittings	Not including: WC seats, towel rails, toilet roll holders etc.	✓	
Chimneys		✓	
Communal Areas		✓	
Decoration	External	✓	
Decoration	Internal		✓
Domestic Appliances	E.g. cookers, washing machines, dishwashers, fridges		✓
Doors	Internal & external	✓	
	Including frames, hinges, locks, door jambs, thresholds & handles	✓	
Downspouts		✓	
Floor covering	Including adapting doors to accommodate carpets		✓
Fences & Gates		✓	
Fire & grate surroundings		✓	
Fixtures & fittings	E.g. coat hooks, curtains, curtain rails		✓
Fuel supply	Run out of oil or gas		✓
Garages	Including doors (but only after inspection)	✓	
Garden Maintenance	Including dustbins & the supply of replacement dustbins & refuse areas		✓
Gas	Leak	✓	

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Repair	Description	Responsibility	
		FOLD	Tenant
Glazing	<b>Re-glazing is a tenant's responsibility.</b> If your glazing is broken due to burglary/vandalism, FOLD would recommend that you report this to the PSNI. Please forward to FOLD details of the crime reference number from the PSNI, Investigating Officer and name of police station. Your home insurance company may also request their information so you can make a claim. FOLD will only board over the damaged glazing area(s) if the above information is provided.		✓
Guttering		✓	
Handrails	Where fitted by FOLD	✓	
Heating	Including storage heaters & fitted electric fires	✓	
	Bleeding radiators		✓
Hot water cylinders	Including cylinder insulation	✓	
Infestations	By ants, wasps, bees, cockroaches, mice, silverfish, rats, bedbugs or flies		✓
Immersion heaters		✓	
Kitchens	Wall cupboards , re-secure	✓	
	Wall cupboards, refit doors (only after inspection)	✓	
	Worktops including burns, scratches, chipped melamine		✓
	Base unit doors (only after inspection)	✓	
	Base unit (only after inspection)	✓	
	Drawers (only after inspection)	✓	
	Extractor fan (excluding filter)	✓	
	Shelves to units	✓	
Letter boxes			✓
Light fittings	Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters band non-standard light fittings fitted by the tenant	✓	
Locks	External doors. NOTE: FOLD will only make good defective locks	✓	

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		FOLD	Tenant
Loss of keys	External/internal doors to dwelling		✓
	Including repairs to force entry if you get locked out and including broken keys in lock		✓
Out buildings	Only if provided by FOLD	✓	
Over bath showers	If fitted by tenant		✓
Paths	Including steps , footpaths and ramps	✓	
Plastering	Internal & external (only after inspection)	✓	
Plumbing repairs and leaks	Except for washing machine, dishwasher and radiators	✓	
Porches		✓	
Rain water gullies			✓
Re-lighting gas pilot lights	Including resetting of any heating controls or programmes		✓
Roofs		✓	
Showers	Shower units and trays	✓	
	Shower wastes	✓	
	Shower curtain including fittings and rail		✓
	Shower doors	✓	
	Shower grab rails	✓	
Sinks	Sink unit (only after inspection)	✓	
	Blockages		✓
	Sink taps excluding washers	✓	
	Sink tap washer		✓
	Plug and chain		✓
Skirting boards		✓	
Smoke/Carbon Monoxide detectors		✓	

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Repair	Description	Responsibility	
		FOLD	Tenant
Stairs		✓	
Sweeping of chimneys (due to fire risk)			✓
Switches & sockets	Except dimmer switches & non-standard fitted by tenant	✓	
Telephone points			✓
Tiling	Only after inspection	✓	
TV aerial	Unless communal		✓
TV sockets	Except non-standard fitted by tenant	✓	
Wash hand basins	Wash hand basin unit (only after inspection)	✓	
	Blockages		✓
	Taps excluding washers	✓	
	Tap washers		✓
	Plug & chain		✓
Washing lines			✓
WC, cistern & seat	WC & cistern (only after inspection)	✓	
	Blockages to WC and waste pipe (dependent on cause)	✓	
	WC seat		✓
Windows	Including window sills, catches, sash, cords & frames (only after inspection)	✓	

# WHO FIXES WHAT?

## SHELTERED HOUSING REPAIRS

Repair	Description	Responsibility	
		FOLD	Tenant
Bathroom fixtures & fittings	Including WC seats, bathroom medicine cabinets (if fitted by FOLD), towel rails, grab rails and toilet roll holders (if Fitted by FOLD)	✓	
Fuel supply	Run out of oil or gas	✓	
Gardening maintenance	Including dustbins and refuse areas	✓	
Infestations	By ants, wasps, bees, cockroaches, mice, silverfish, rats, bedbugs or flies	✓	
Sinks	Sink unit	✓	
	Sink waste	✓	
	Sink taps	✓	
	Sink washer	✓	
	Plug & chain	✓	
Wash hand basins	Wash hand basin unit	✓	
	Washers	✓	
	Plug & chain	✓	
Washing lines		✓	
WC, cistern and seat	WC and cistern (only after inspection)	✓	
	Blockages to WC and waste pipe (dependant on cause)	✓	
	WC seat	✓	
Communal flooring		✓	
Communal heating		✓	
Communal internal decoration		✓	
Communal kitchens	Including Domestic appliances	✓	
Communal laundry equipment		✓	
Corridor fire doors		✓	

## WHO FIXES WHAT?

Repair	Description	Responsibility	
		FOLD	Tenant
Corridor lighting		✓	
Emergency lighting		✓	
Fire alarm equipment		✓	
Passenger lift		✓	
Stair lift		✓	
Warden call equipment/door entry		✓	