

1. Clearing the wastes and traps to blocked sinks, baths, wash hand basins and toilets (excluding drainage runs and stacks)
2. Trimming and/or rehangng doors following replacing of tenants floor coverings etc.
3. Infestations by ants, wasps and bees (where not located in communal areas)
4. Fitting and repairs to telephone points or TV aerials and associated cables and junction boxes (unless part of the landlord's communal installation)
5. Fixtures and fittings whether provided by Affinity or not, such as coat hooks, Tidy Dry washing lines, curtains and curtains rails, shower hoses and heads
6. Cookers, refrigerators and other 'white goods'
7. Light bulbs, fuses, battery-powered doorbells and battery only smoke detectors not located in communal parts (faulty Miniature Circuit Breakers and Residual Current Devices excluded)
8. Resetting or adjusting of lighting, heating controls, thermostats or programmers; bleeding of radiators
9. Garden maintenance and cleaning
10. Damage to internal doors, glazing or items of fixed or portable furniture
11. Internal decorations, unless caused by a building defect
12. Locks to windows and doors where keys are lost or stolen, you have been locked out or you have been broken into
13. All door furniture not supplied by the landlord
14. External and internal washing lines of any description (excluding those in communal areas)
15. Damage to glazing however caused, excluding communal entrance doors and windows, or damage as a result of a deliberate external act
16. Replacement of broken or otherwise defective toilet seats or lids
17. Prefabricated external buildings, e.g. Garden sheds
18. Anything that belongs to you or is supplied and installed by you

(unless any of the above is provided as part of the service charge)

### Please Note

- If, after carrying out a repair, Affinity discovers that it falls within one of the categories listed above you may be recharged the cost of the job plus an administration fee
- If a repair or other attendance to your home is requested and found to have been caused by misuse, negligence, or a deliberate act from anyone in your household, a visitor to your home or a criminal act unreported to the police you may be recharged as above
- If a repair is necessary following a criminal act you must report the matter to the police and obtain an incident number. The Maintenance Office will require this number when you report the repair. Failure to provide the incident number may result in a repair being delayed or a request for a repair being refused