

## If English is not your first language...

If you would like to discuss this information with someone who speaks your own language, please fill in your details and return to the address below.

Punjabi  ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਬਾਰੇ ਕਿਸੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਨਾਲ ਗੱਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਨਿਰਬਾਣੀ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ ਵਿੱਚ ਸਹੀ ਢੰਗ ਨਿਰਾਣ ਨਾ ਦਿਓ। ਫ਼ਾਰਮ ਉੱਤੇ ਅਪਣਾ ਨਾਂ, ਪਤਾ ਤੇ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ ਲਿਖ ਕੇ ਫ਼ਾਰਮ ਸਾਨੂੰ ਵਾਪਸ ਘਲ ਦਿਓ।

Polish  Po polsku

Jeśli chcesz przedyskutować sprawę z osobą mówiącą po polsku, zaznacz w kwadraciku, wpisz poniżej swoje nazwisko, adres, numer telefonu i zwróć formularz

Urdu  اردو

اگر آپ اس پر کسی ایسے فرد سے بات چیت کرنا چاہتے ہیں جو اردو/ ہندی بولتا ہو تو براہ کرم متعلقہ خانہ میں نشان لگا کر اپنا نام، پتہ اور ٹیلیفون نمبر لکھ کر اس فارم کو واپس بھیجوا دیجئے۔

Hindi  हिन्दी

अगर आप इसके बारे में हिन्दी बोलने वाले किसी व्यक्ति से बातचीत करना चाहते हैं तो कृपया इस बॉक्स में सही ढंग निशान लगा दें, फ़ॉर्म पर अपना नाम, पता और टेलीफ़ोन नम्बर लिख दें और फ़ारम हमें लौटा दें।

Gujerati  ગુજરાતી

જો તમને કોઈ ગુજરાતી બોલનાર વ્યક્તિ સાથે આ બારામાં ચર્ચા કરવી હોય તો, મહેરબાની કરી ઉપરના ખાનામાં ટિકનું નિશાન કરો, અને તમારું નામ, સરનામું અને ટેલિફોન નંબર ભરી અને ફોર્મ પાછો મોકલો.

Somali  Soomaali

Haddii aad rabtid in aad warken kala hadashid qof af-soomaali ku hadla, fadllan, calaamadee bokska kor ku yaal, qor magacaaga, cinwaankaaga iyo telefon lambarkaaga oo markaa noo soo celi foomka

Name

Address

Postcode

Telephone

Large print

Audio tape

Braille

Please return to: Communications Team, Ealing Homes,  
FREEPOST LON16139, London W5 2BR

Ref: Leaseholder repairs

## Contact us

To report a repair that is the responsibility of Ealing Homes, telephone **Repair Link** on the numbers given below. Please give as much detail as possible.

**0800 181744 East** (Acton, Chiswick, Ealing and Hanwell)

**0800 181541 West** (Greenford, Northolt, Perivale and Southall)

Some repairs will require us to consult with residents before proceeding if the cost exceeds £250 per flat.

## Emergency repairs

For all **gas leaks**, turn off the gas valve at the meter and immediately call Transco on **0800 111999**.

For **emergency lift repairs** required outside office hours (evenings, weekends, public holidays), call **020 8825 5000**. For all **other emergency repairs** required outside office hours, call **0871 474 9784**.

An emergency repair is one which is necessary to avoid danger or risk to the health of occupants or to prevent serious damage to the property.

You may only use this service to request a repair that Ealing Homes, on behalf of the Landlord, is responsible for. If you request works that Ealing Homes is not responsible for, you will be charged the full cost plus an additional administrative fee. This includes misuse of the emergency repair service for non-emergency work.

## Report repairs online: Interfinder

[www.interfinder.net/cgi-bin/ealdif\\_launch.pl](http://www.interfinder.net/cgi-bin/ealdif_launch.pl)

An easy-to-use picture guide of your home fittings.

## Questions?

Contact Repair Link:

Ealing Homes, Westgate House,  
Hanger Lane, London W5 1YY

East: 0800 181744 / West: 0800 181541

[repairs@ealinghomes.net](mailto:repairs@ealinghomes.net)

[www.ealinghomes.net](http://www.ealinghomes.net)

# Leaseholder Properties

## Responsibility for repairs and maintenance



## Responsibility for repairs / maintenance

As a leaseholder you are responsible for all repairs inside your flat. Ealing Homes, on behalf of the Landlord, is responsible for maintaining the structure of your building and any common areas, with you as a leaseholder contributing your share of these costs. The exact responsibilities are specified in your lease. We have outlined a guide to repair responsibilities below, covering the most common repair and

maintenance items. If you need a repair you should check this guide or your lease, to see who is responsible for it before contacting us.

Have we got your contact details? In cases of emergency we may need to contact you. Please ensure we have your current address and telephone details at all times. This is especially important if you do not live at the property.

## Summary of repair responsibilities

Type of repair	Responsibility
<i>Front door to flat</i>	
Door frame	Ealing Homes
Door	Leaseholder
Door handles	Leaseholder
Door locks	Leaseholder
Lost keys	Leaseholder
Additional security	Leaseholder
<i>Internal doors in flat</i>	
	Leaseholder
<i>Windows to flat</i>	
Window frames	Ealing Homes
Communal windows and glass	Ealing Homes
Window handles and catches	Leaseholder
Window panes *	Leaseholder
Additional security	Leaseholder
<i>Heating</i>	
Communal boiler	Ealing Homes
Radiators and pipes connected to a communal heating system	Ealing Homes
Individual heating system	Leaseholder
Room heaters	Leaseholder
Sweeping chimneys	Leaseholder
Fireplaces	Leaseholder
Chimney breasts	Ealing Homes
<i>Electrical</i>	
Faults within the flat	Leaseholder
Communal lighting	Ealing Homes
Immersion heater	Leaseholder
Fuses	Leaseholder
Extractor fans	Leaseholder
<i>Plumbing</i>	
Burst pipe within the flat	Leaseholder
Tap and tap washers	Leaseholder
Stopcocks, ball valves, bath, basin, sink and blocked waste pipes	Leaseholder
Individual hot or cold water tanks	Leaseholder
Communal storage tanks	Ealing Homes
Water leaks from plumbed appliances	Leaseholder
<i>Drains</i>	
Blockage to down pipes or external drains	Ealing Homes
Blockage to internal pipes or drains	Leaseholder

Type of repair	Responsibility
<i>Private balconies</i>	
Unblocking gulleys (drains)	Leaseholder
Structural works	Ealing Homes
<i>Gas (telephone Transco)</i>	
Gas escapes within the flat	Leaseholder
Cookers	Leaseholder
Gas fires	Leaseholder
Gas servicing	Leaseholder
<i>Roofs</i>	
	Ealing Homes
<i>Gutters</i>	
	Ealing Homes
<i>Walls and ceilings</i>	
Internal walls	Ealing Homes
Structural walls	Ealing Homes
Internal plaster	Leaseholder
Ceilings	Leaseholder
Walls to communal areas	Ealing Homes
<i>Floors within the flat</i>	
Floorboards	Leaseholder
Joists	Ealing Homes
Skirting boards	Leaseholder
Floor tiles	Leaseholder
Concrete screeding	Leaseholder
<i>Decorations</i>	
Internal decorations	Leaseholder
Decorations to external and communal areas	Ealing Homes
<i>Communal facilities</i>	
Car parking areas	Ealing Homes
Communal gardens and grassed areas	Ealing Homes
Communal laundry and facilities	Ealing Homes
Communal TV aerial	Ealing Homes
Entry phone system and lifts	Ealing Homes
Communal path and gates	Ealing Homes
<i>Pests</i>	
Pigeon infestation	Leaseholder
Insect/rodent infestation to individual property	Leaseholder
Insect/rodent infestation to block	Pest Control (020 8825 6644)

\* If the glass in your windows is smashed, please contact Davies Managed Systems on behalf of Ocaso Insurance on 0870 420 1168 (24h) quoting policy number 40012: London Borough of Ealing. A £50 excess will apply to all claims.