

**Defects
responsibilities
document**

Our defects responsibilities

We want our homes to be warm, safe, secure and a comfortable place to live.








Here's a list of our defects responsibilities, explaining who's responsible for what. It also provides guidance on the quality of repair to expect. We've shown what we or the developer will do, and what's your responsibility, by using the following symbols:

Who's responsible for what		
VIVID's responsibility	Developer's responsibility	Customer's responsibility
		







We're aware that there can be differences in repair responsibilities in some of our tenancies/leases or when a new build home is in the defect period. Where there are differences, the repair responsibilities outlined in your tenancy/lease or defects arrangements will take priority.






Some things to remember






- Your defect period will either be 12 or 24 months - the date starts from the handover to VIVID, not necessarily your move in date. We'll be in touch once you've moved in, with your exact end of defect date
- Sometimes our wait times are longer than we'd like. If you carry out repairs yourself or employ your own trades person, we won't reimburse you
- Please let us know as soon as you notice a repair and, where possible, take appropriate action to stop it getting worse
- You're responsible for repairs caused by neglect or by accidental/intentional damage, including damage caused by household members or visitors
- If we complete a repair that's found to have been caused by you or your household member/visitor, we'll recover any costs from you
- We'll try to repair items rather than replace them, whenever possible. We only replace items where a repair is not possible or economical
- If you want to make alterations to your home, please let us know beforehand so we can check you have all information you need to do this safely
- Anything you've provided or fitted yourself will be your responsibility to repair and maintain, unless we've agreed in writing to do so
- You're responsible for insuring your personal belongings. [Click here](#) for more information
- Our communal repair responsibilities may be different where the building is run and managed by a managing agent
- The costs of any repairs for leaseholders and shared owners will be recovered through service charges






Repair type	Who's responsible?	Our quality standard
Kitchens and bathrooms		
Faulty taps (loose or leaking)		If it's a drip, you'll need to try changing the washer first.
Basin, sink, toilet bowl and bath (including sealant and leaks)		We'll only repair any cosmetic chips and cracks that are noticed in the pre-handover SNAG.
Shower, shower screen (glass) and shower curtain pole		These are gifted items. The developer will only attend if the glass shower screen leaks.
Kitchen units, doors, drawers		Hinges and loose unit doors/drawers are considered home owner maintenance. Damaged or scratched units will only be repaired if they're noticed in the pre-handover SNAG.
Kitchen worktops		Damage/scratches will only be attended to if they're noticed in the pre-handover SNAG.
Kitchen and bathroom lino		These are gifted items. The developer will only attend if there's any bubbling during the defect liability period.
Blockages (that aren't toilet, sink or bath blockages)		The developer will only attend within the first 14 days, unless there's a known issue that will take them longer to rectify.






Repair type	Who's responsible?	Our quality standard
Kitchens and bathrooms		
Toilet blockages		<p>You should try to clear blockages yourself - this may include using a plunger, hot water and washing up liquid. Please be careful using any chemicals to clear blockages, and if we visit after you do this let us know.</p> <p>If you have sewage coming out of a drain, the toilet, bath or sink, or if the toilet and another item are blocked, we will attend. We'll also attend if the blockage is caused by faulty pipework.</p> <p>With all blockages, if we find it to be caused by you, we may recharge.</p>
Sink/bath blockages		<p>Where the sink/basin and bath are blocked, you should be able to clear these with off-the-shelf drain cleaners. We'll attend if the blockage is caused by faulty pipework.</p> <p>With all blockages, if we find it to be caused by you, we may recharge.</p>
Plugs and chains		<p>We will attend to pop-up plugs (twist and pop).</p>
Toilet seats		<p>These are gifted items. Loose seats are considered home owner maintenance.</p>
Cosmetic damage		<p>The developer will only attend to cosmetic issues if it was noticed on the pre-handover SNAG.</p>

Repair type	Who's responsible?	Our quality standard
Electrics, heating, hot water and water services		
Smoke and carbon monoxide monitors alarms (battery or mains fitted)		The developer will attend if it's faulty.
Electric wiring (plug sockets, light fittings, switches and fuse box/consumer unit)		The developer will attend if it's faulty and not caused by any of your appliances. A recharge will be considered if one of your appliances is found to be faulty.
Integrated appliances, or appliances provided by us		All warranties should be registered - you'll need to go through your warranty provider for any repairs.
Cooker hoods		You're responsible for replacing any cooker hood bulbs and filters, and any repairs should be made through your warranty provider.
Extractor fans		You're responsible for wiping/vacuuming dust off them. The developer will attend if it's faulty.
Primary heating systems/gas and water pipes/water heaters (including radiators)		The developer will attend to any leaks. Low pressure issues are considered home owner maintenance. Please check your tenancy agreement. Our general needs customers can ask us to repressure the system.
Cold water tanks		The developer will attend to any leaks.


Repair type	Who's responsible?	Our quality standard
Electrics, heating, hot water and water services		
Lightbulbs within the home		For our rental customers, if the light's in a sealed unit, we can assist if you have no one to help and/or if you're vulnerable.
Resetting trip switches		
Limescale		You're responsible for cleaning your taps/shower head/sinks/baths to prevent build-up of limescale.
Bleeding radiators		
Rusting radiators		You're responsible to sand and paint with radiator paint. We won't replace a radiator for rust alone.








Repair type	Who's responsible?	Our quality standard
Walls, ceilings, stairs, internal doors, intercoms and floors		
Repairs of cracks in walls and ceilings		<p>The developer will attend if they're wider than a £1 coin.</p> <p>The developer will also assess at the end of defect inspection, to make sure it's not natural movement as the property settles. If deemed more structural, then the developer will deal with it accordingly.</p>
Staircases and stair rails		<p>The developer will attend if they become loose. Cracks along stair linings will be assessed at the end of defect inspection, to allow time for the property to settle.</p>
Intercom systems		<p>The developer will only attend to faulty units.</p> <p>We will attend to faulty fobs.</p>
Excessively loose floorboards		<p>This will be assessed at the end of defect inspection and will be picked up by the developer, if found to be outside of the tolerance the warranty provider allows.</p>
Door handles		<p>The developer will attend if they're loose and you can't tighten them yourself.</p>
Minor cosmetic cracks or damage to walls, floors, and ceilings		<p>We may carry out this work if the property is newly built and in a defect period.</p>

Repair type	Who's responsible?	Our quality standard
Walls, ceilings, stairs, internal doors, intercoms and floors		
Decorating		This includes filling in any small cracks and holes. We will do any major plaster repairs.
Internal doors, door frames and skirting boards		We may attend if an adjustment is needed and this will be assessed at the end of defect inspection.
Floor covering and finishes, including laminate flooring		Unless your tenancy states otherwise, for example in our market rental homes.
Damp, condensation and pest control		
Structural damp (rising or penetrating damp)		
Holes allowing pests to get into home		The developer will fill these.
Pest control in communal areas or where pests in internal communal areas have entered a customer's home		

Repair type	Who's responsible?	Our quality standard
Damp, condensation and pest control		
Managing day to day condensation		<p>Damp and mould in new builds is common as the property dries out. You're responsible for cleaning surface mould on skirtings, and colder surfaces, with warm soapy water. Once the property is lived in, and the air/heating starts to circulate, this will diminish quite quickly.</p> <p>We may be responsible if you've still got a problem despite doing all the right things. Please find more tips and advice here or contact us for an appointment with our specialist damp and mould team who can support you.</p>
Ensuring any infestations are removed from the home, such as mice, rats and bed bugs		
Pigeons		We aren't responsible for clearing up pigeon guano, or for pigeons roosting on balconies or sky dishes etc.
Fences, private gardens, sheds, garages and stores		
Fences		<p>The developer will attend if there's an issue with the installation. If a fence falls due to high winds/natural causes, this won't be considered a defect.</p> <p>Fences warp in hot/cold weather - this isn't a defect and won't be attended to by the developer.</p>
Gates		<p>The developer will attend if there's an issue with the installation.</p> <p>Gates warp in hot/cold weather - this isn't a defect and won't be attended to by the developer.</p>

Repair type	Who's responsible?	Our quality standard
Fences, private gardens, sheds, garages and stores		
Sheds		These are gifted items. Once the property is handed over to us, the developer won't attend to any shed issues.
Turf		These are gifted items. The developer won't attend to turf that hasn't been maintained properly, even if it isn't thriving.
Planting on your property		These are gifted items. The developer won't attend once they're planted.
Patios		These are gifted items. The developer will only repair them if they're noticed in the pre-handover SNAG. Wobbly slabs will be attended to.
Driveways		Any issues that occur, like movement or sinking, will be assessed by the developer and attended to if necessary.
Cutting grass, maintaining flower beds, pruning trees within private gardens		Please ask us before removing any trees and check there's no <u>preservation order</u> in place, before carrying out any maintenance.
Water butts and washing lines (non-communal)		

Repair type	Who's responsible?	Our quality standard
Drains, gutters and pipes		
Gutters and downpipes that are leaking		
Regularly making sure they're cleared of any debris		
Building structure, external doors and windows		
Roof, foundation, and outer walls		The developer will attend to any issues found during the defect liability period.
Chimneys, chimney stacks and flues		The developer will attend to any issues found during the defect liability period. New build chimneys are for aesthetic reasons only, so won't be a working chimney.
Primary pathways, steps and other entrances into your home or communal areas		The developer will attend to any loose slabs, and only to broken slabs that are noticed in handover.
Meter cupboard doors		If they're working and secure on handover, the developer won't attend to broken doors.

Repair type	Who's responsible?	Our quality standard
Building structure, external doors and windows		
Front and back doors, including locks and associated fittings		Please make sure door <u>hinges and locks are regularly oiled</u> . The developer will attend to any issues found within the defect liability period. If the door's damaged due to police needing to force entry, you'll be responsible for the costs to repair or replace.
Wired door bells		The developer will attend to any issues.
Communal doors, locks and door entry systems		The developer will only attend if they're faulty. They won't attend to damage.
Dwelling glass/glazing		The developer won't attend to damaged glass. Stress cracks do sometimes occur - they will be attended to by the developer. You may be recharged if the glass was damaged. Please keep a police incident number if the damage is due to a crime or domestic incident.
Communal glass/glazing		The developer will only attend to stress cracks.
Window frames and associated fittings		Please make sure you regularly <u>oil any hinges or locks</u> , and periodically check your window restrictors and let us know if they're faulty. The developer won't add additional security and will only attend to issues during the defect liability period.
Misted / blown windows		The developer will attend.

Repair type	Who's responsible?	Our quality standard
Building structure, external doors and windows		
Replacement keys or door entry fobs		You'll need to contact us for replacement/extra communal fobs, but there will be a charge per fob. If you lock yourself out, you're responsible.
Non-wired door bells		
Snapped keys (if the key snaps in the lock)		
Other services		
Faults with communal heating systems		
Faults with lighting/electrics within communal areas		Maintenance and bulb issues will be repaired by us.
Smoke detectors, fire alarms, vents, and extinguishers		The developer will attend if they're faulty.
Satellite dishes and aerials (installed by customers or gifted)		Please ask us before installing any satellite dishes or aerials.