

General Needs Service Standard	LiveWest Responsibility	Customer Responsibility
Type of component/repair area		
<b>EXTERNAL STRUCTURE</b>		
Foundations	Yes	No
Outside walls & render	Yes	No
Roof & chimney	Yes	No
Fascia boards	Yes	No
Guttering & downpipes	Yes	No
Window frames & sills	Yes	No
Front & back doors	Yes	No
Door frames	Yes	No
Window glass replacement & boarding up smashed windows (caused by criminal damage with crime reference number provided)	Yes	No
Window glass replacement (not caused by external source)	Yes - Recharge	Yes
Blown double glazed window units	Yes	No
Installation of Door Viewer / Spy Hole Camera (No alterations to fire rated doors will be permitted)	No	Yes
<b>INTERNAL STRUCTURE</b>		
Internal doors, handles & hinges	Yes	No
Ease and adjusting internal doors following laying of new flooring	No	Yes
Door frames	Yes	No
Floor structure	Yes	No
Customer Floor coverings	No	Yes
Kitchen and bathroom vinyl	Yes	No
Decoration	No	Yes
Plaster/Settlement cracks	No	Yes

APPENDIX A (*S) Supported / Sheltered	LiveWest Responsibility	Customer Responsibility
Type of component/repair area		
<b>EXTERNAL STRUCTURE</b>		
Foundations	Yes	No
Outside walls & render	Yes	No
Roof & chimney	Yes	No
Fascia boards	Yes	No
Guttering & downpipes	Yes	No
Window frames & sills	Yes	No
Front & back doors	Yes	No
Door frames	Yes	No
Window glass replacement & boarding up smashed windows (caused by criminal damage with crime reference number provided)	Yes	No
Window glass replacement (not caused by external source)	Yes - Recharge	Yes
Blown double glazed window units	Yes	No
Installation of Door Viewer / Spy Hole Camera (No alterations to fire rated doors will be permitted)	No	Yes
<b>INTERNAL STRUCTURE</b>		
Internal doors, handles & hinges	Yes	No
Ease and adjusting internal doors following laying of new flooring	Yes (LiveWest Installed Flooring)	Yes (Customer Installed Flooring)
Door frames	Yes	No
Floor structure	Yes	No
Customer Floor coverings	Yes (LiveWest Installed Flooring)	Yes (Customer Installed Flooring)
Kitchen and bathroom vinyl	Yes	No
Decoration	No	Yes
Plaster/Settlement cracks	Yes	No

APPENDIX B (*MR) Market Rent, Intermediate Help to Buy, Rent to Buy	LiveWest Responsibility	Customer Responsibility
Type of component/repair area		
<b>EXTERNAL STRUCTURE</b>		
Foundations	Yes	No
Outside walls & render	Yes	No
Roof & chimney	Yes	No
Fascia boards	Yes	No
Guttering & downpipes	Yes	No
Window frames & sills	Yes	No
Front & back doors	Yes	No
Door frames	Yes	No
Window glass replacement & boarding up smashed windows (caused by criminal damage with crime reference number provided)	Yes	No
Window glass replacement (not caused by external source)	Yes - Recharge	Yes
Blown double glazed window units	Yes	No
Installation of Door Viewer / Spy Hole Camera (No alterations to fire rated doors will be permitted)	No	Yes
<b>INTERNAL STRUCTURE</b>		
Internal doors, handles & hinges	Yes	No
Ease and adjusting internal doors following laying of new flooring	Yes (LiveWest Installed Flooring)	Yes (Customer Installed Flooring)
Door frames	Yes	No
Floor structure	Yes	No
Customer Floor coverings	Yes (LiveWest Installed Flooring)	Yes (Customer Installed Flooring)
Kitchen and bathroom vinyl	Yes	No
Decoration	No	Yes (with permission while in the tenancy)
Plaster/Settlement cracks	No	Yes

APPENDIX C (*LH) Leasehold and Shared Flat Ownership	LiveWest Responsibility	Customer Responsibility
Type of component/repair area		
<b>EXTERNAL STRUCTURE</b>		
Foundations	Yes	No
Outside walls & render	Yes	No
Roof & chimney	Yes	No
Fascia boards	Yes	No
Guttering & downpipes	Yes	No
Window frames & sills	Yes	No
Front & back doors – Communal doors only Always need to check who the flat entrance door is demised to under the lease (Homeownership Officer can advise/confirm)	Yes - Communal Only	Check Lease
Door frames	Yes	No
Window glass replacement & boarding up smashed windows (caused by criminal damage with crime reference number provided)	No	Yes
Window glass replacement (not caused by external source) Unless LiveWest installed the windows and they are defective	No	Yes
Blown double glazed window units	No	Yes
Installation of Door Viewer / Spy Hole Camera (No alterations to fire rated doors will be permitted)	No	Yes
<b>INTERNAL STRUCTURE</b>		
Internal doors, handles & hinges	No	Yes
Ease and adjusting internal doors following laying of new flooring	No	Yes
Door frames	No	Yes
Floor structure	No	Yes
Customer Floor coverings	No	Yes
Kitchen and bathroom vinyl	No	Yes
Decoration	No	Yes
Plaster/Settlement cracks	No	Yes

Ceilings – structure	Yes	No
Curtain rails, battens, hooks and shelving	No	Yes
Repairs to window handles, locks & restrictors	Yes	No
Installing window restrictors	Yes – First floor and above	Yes – Ground floor
Clearing condensation from window frames, glazing, walls & surfaces to prevent the build-up of mould	No	Yes
Wash down mould and stainblock	Yes	No
Mould & damp inspection	Yes	No
<b>SPACE HEATING/HEATING WATER/ELECTRICS</b>		
Heating & hot water systems & associated pipework/wiring	Yes	No
Water tanks	Yes	No
Wood burner flue	Yes	No
Setting heating controls (including thermostats / TRV etc.)	No	Yes
First attempt at re-lighting & re-pressurising gas / oil boilers	No	Yes
Recurrence of issue with re-lighting & re-pressurising gas / oil boilers	Yes	No
Faulty radiators	Yes	No
Re-fixing radiators	Yes (Following removal due to works by LiveWest or identified as customer recharge)	Yes
Bleeding radiators	No	Yes
Chimney sweeping	Yes	No
Wiring & light fittings	Yes	No
Electrical sockets	Yes	No
Main phone line & master phone socket & secondary sockets	No	Yes
Appliance plugs & fuses	No	Yes
Resetting trip switches & power loss (caused by a single appliance including basic diagnostics)	Yes- Recharge advised if appliance	Yes

Ceilings – structure	Yes	No
Curtain rails, battens Hooks and shelving	Yes No	No Yes
Repairs to window handles, locks & restrictors	Yes	No
Installing window restrictors	Yes – First floor and above	Yes – Ground floor
Clearing condensation from window frames, glazing, walls & surfaces to prevent the build-up of mould	No	Yes (Assistance / advice from Support Team)
Wash down mould and stainblock	Yes	No
Mould & damp inspection	Yes	No
<b>SPACE HEATING/HEATING WATER/ELECTRICS</b>		
Heating & hot water systems & associated pipework/wiring	Yes	No
Water tanks	Yes	No
Wood burner flue	Yes	No
Setting heating controls (including thermostats / TRV etc.)	No	Yes
First attempt at re-lighting & re-pressurising gas / oil boilers	No	Yes (Assistance / advice from Support Team)
Recurrence of issue with re-lighting & re-pressurising gas / oil boilers	Yes	No
Faulty radiators	Yes	No
Re-fixing radiators	Yes (Following removal due to works by LiveWest or identified as customer recharge)	No
Bleeding radiators	No	Yes (Assistance / advice from Support Team)
Chimney sweeping	Yes	No
Wiring & light fittings	Yes	No
Electrical sockets	Yes	No
Main phone line & master phone socket & secondary sockets	No	Yes
Appliance plugs & fuses	No	Yes
Resetting trip switches & power loss (caused by a single appliance including basic diagnostics)	Yes (Recharge advised if customer electrical item)	Yes (Customer electrical item)

Ceilings – structure	Yes	No
Curtain rails, battens, hooks and shelving	No	Yes
Repairs to window handles, locks & restrictors	Yes	No
Installing window restrictors	Yes – First floor and above	Yes – Ground floor
Clearing condensation from window frames, glazing, walls & surfaces to prevent the build-up of mould	No	Yes
Wash down mould and stainblock	Yes	No
Mould & damp inspection	Yes	No
<b>SPACE HEATING/HEATING WATER/ELECTRICS</b>		
Heating & hot water systems & associated pipework/wiring	Yes	No
Water tanks	Yes	No
Wood burner flue	Yes	No
Setting heating controls (including thermostats / TRV etc.)	No	Yes
First attempt at re-lighting & re-pressurising gas / oil boilers	No	Yes
Recurrence of issue with re-lighting & re-pressurising gas / oil boilers	Yes	No
Faulty radiators	Yes	No
Re-fixing radiators	Yes (Following removal due to works by LiveWest or identified as customer recharge)	No
Bleeding radiators	No	Yes
Chimney sweeping	Yes	No
Wiring & light fittings	Yes	No
Electrical sockets	Yes	No
Main phone line & master phone socket & secondary sockets	No	Yes
Appliance plugs & fuses	No	Yes
Resetting trip switches & power loss (caused by a single appliance including basic diagnostics)	Yes- Recharge advised if appliance	Yes

Ceilings - structure	No	Yes
Curtain rails, battens, hooks and shelving	No	Yes
Repairs to window handles, locks & restrictors Some leases will include windows and fixtures as part of LiveWest responsibility (Homeownership Officer can advise/confirm)	No	Yes
Installing window restrictors	No	Yes
Clearing condensation from window frames, glazing, walls & surfaces to prevent the build-up of mould	No	Yes
Wash down mould and stainblock	No	Yes
Mould & damp inspection Check if caused by structural issue which is freeholders responsibility	Yes	No
<b>SPACE HEATING/HEATING WATER/ELECTRICS</b>		
Heating & hot water systems & associated pipework/wiring	No	Yes
Water tanks	No	Yes
Wood burner flue	No	Yes
Setting heating controls (including thermostats / TRV etc.)	No	Yes
First attempt at re-lighting & re-pressurising gas / oil boilers Unless a communal system then LiveWest responsibility	No	Yes
Recurrence of issue with re-lighting & re-pressurising gas / oil boilers Unless a communal system then LiveWest responsibility	No	Yes
Faulty radiators	No	Yes
Re-fixing radiators	Yes (Following removal due to works by LiveWest)	Yes
Bleeding radiators	No	Yes
Chimney sweeping	No	Yes
Wiring & light fittings	No	Yes
Electrical sockets	No	Yes
Main phone line & master phone socket & secondary sockets	No	Yes
Appliance plugs & fuses	No	Yes
Resetting trip switches & power loss (caused by a single appliance including basic diagnostics)	No	Yes

First attempt at resetting trip switches & power loss (unknown source)	Yes- Recharge advised if appliance	Yes
Recurrence of issue with resetting trip switches & power loss (unknown source)	Yes	No
Light bulbs, pull cords, fluorescent tubes, bulbs in sealed units & strip light starters	No	Yes
<b>FIXTURES &amp; FITTINGS</b>		
Kitchen units, unit doors, catches, hinges, drawers & runners	Yes	No
Kitchen work tops	Yes	No
Faulty sinks, basins, taps, leaks & general plumbing	Yes	No
Damage caused (and arising remedial works required) by customer installations (washing machines, etc.)	Yes – Recharge advised	Yes
Blocked drains, sinks, toilets, baths & showers	Yes – if result of faulty pipework. (Recharge advised if customer has caused blockage)	Yes
Toilets	Yes	No
Toilet seats & lids	Yes – Cistern lid	Yes - Seats
Bath plugs, chains	No	Yes
Bath panels	Yes	No
Bath handles	Yes	No
Bathroom units, towel rails, toilet roll holders, mirrors etc.	No	Yes
Loose wall tiles	Yes	No
Re-grouting & resealing	Yes	No
Electric, mains-fed showers & shower units (provided by LiveWest)	Yes	No
Shower heads & hose	No	Yes
Shower rails & curtains	No	Yes
Wet room shower pumps	Yes	No
Extractor Fan - Cleaning and upkeep	No	Yes
Extractor Fan – Repairs and maintenance	Yes	No
<b>OUTSIDE THE HOME</b>		
TV aerials & satellite dishes incl. port face plates and cabling (individual homes)	No	Yes
TV aerials & satellite dishes incl. port face plates and cabling (communal)	Yes	No

First attempt at resetting trip switches & power loss (unknown source)	Yes- Recharge advised if appliance	Yes
Recurrence of issue with resetting trip switches & power loss (unknown source)	Yes	No
Light bulbs, pull cords, fluorescent tubes, bulbs in sealed units & strip light starters	Yes (Refer first to on-site Support Team)	No
<b>FIXTURES &amp; FITTINGS</b>		
Kitchen units, unit doors, catches, hinges, drawers & runners	Yes	No
Kitchen work tops	Yes	No
Faulty sinks, basins, taps, leaks & general plumbing	Yes	No
Damage caused (and arising remedial works required) by customer installations (washing machines, etc.)	Yes – Recharge advised	Yes
Blocked drains, sinks, toilets, baths & showers	Yes – if result of faulty pipework. (Recharge advised if customer has caused blockage)	No
Toilets	Yes	No
Toilet seats & lids	Yes – Cistern lid	Yes – Seats (Refer first to on-site Support Team)
Bath plugs, chains	No	Yes
Bath panels	Yes	No
Bath handles	Yes	No
Bathroom units, towel rails, toilet roll holders, mirrors etc.	Yes	No
Loose wall tiles	Yes	No
Re-grouting & resealing	Yes	No
Electric, mains-fed showers & shower units (provided by LiveWest)	Yes	No
Shower heads & hose	Yes	No
Shower rails & curtains	Yes	No
Wet room shower pumps	Yes	No
Extractor Fan - Cleaning and upkeep	No	Yes
Extractor Fan – Repairs and maintenance	Yes	No
<b>OUTSIDE THE HOME</b>		
TV aerials & satellite dishes incl. port face plates and cabling (individual homes)	No	Yes
TV aerials & satellite dishes incl. port face plates and cabling (communal)	Yes	No

First attempt at resetting trip switches & power loss (unknown source)	Yes- Recharge advised if appliance	Yes
Recurrence of issue with resetting trip switches & power loss (unknown source)	Yes	No
Light bulbs / lamps	No	Yes
Pull cords, fluorescent tubes, bulbs in sealed units & strip light starters	Yes	No
<b>FIXTURES &amp; FITTINGS</b>		
Kitchen units, unit doors, catches, hinges, drawers & runners	Yes	No
Kitchen work tops	Yes	No
Faulty sinks, basins, taps, leaks & general plumbing	Yes	No
Damage caused (and arising remedial works required) by customer installations (washing machines, etc.)	Yes – Recharge advised	Yes
Blocked drains, sinks, toilets, baths & showers	Yes – if result of faulty pipework. (Recharge advised if customer has caused blockage)	No
Toilets	Yes	No
Toilet seats & lids	Yes – Cistern lid	Yes - Seats
Bath plugs, chains	No	Yes
Bath panels	Yes	No
Bath handles	Yes	No
Bathroom units, towel rails, toilet roll holders, mirrors etc.	Yes	No
Loose wall tiles	Yes	No
Re-grouting & resealing	Yes	No
Electric, mains-fed showers & shower units (provided by LiveWest)	Yes	No
Shower heads & hose	Yes	No
Shower rails & curtains	Yes	No
Wet room shower pumps	Yes	No
Extractor Fan - Cleaning and upkeep	No	Yes
Extractor Fan – Repairs and maintenance	Yes	No
<b>OUTSIDE THE HOME</b>		
TV aerials & satellite dishes incl. port face plates and cabling (individual homes)	No	Yes
TV aerials & satellite dishes incl. port face plates and cabling (communal)	Yes	No

First attempt at resetting trip switches & power loss (unknown source)	No	Yes
Recurrence of issue with resetting trip switches & power loss (unknown source)	No	Yes
Light bulbs, pull cords, fluorescent tubes, bulbs in sealed units & strip light starters	No	Yes
<b>FIXTURES &amp; FITTINGS</b>		
Kitchen units, unit doors, catches, hinges, drawers & runners	No	Yes
Kitchen work tops	No	Yes
Faulty sinks, basins, taps, leaks & general plumbing	No	Yes
Damage caused (and arising remedial works required) by customer installations (washing machines, etc.)	No	Yes
Blocked drains, sinks, toilets, baths & showers if communal drain (serving more than one property) then LiveWest responsibility	No	Yes
Toilets	No	Yes
Toilet seats & lids	No	Yes
Bath plugs, chains	No	Yes
Bath panels	No	Yes
Bath handles	No	Yes
Bathroom units, towel rails, toilet roll holders, mirrors etc.	No	Yes
Loose wall tiles	No	Yes
Re-grouting & resealing	No	Yes
Electric, mains-fed showers & shower units	No	Yes
Shower heads & hose	No	Yes
Shower rails & curtains	No	Yes
Wet room shower pumps	No	Yes
Extractor Fan - Cleaning and upkeep	No	Yes
Extractor Fan – Repairs and maintenance	No	Yes
<b>OUTSIDE THE HOME</b>		
TV aerials & satellite dishes incl. port face plates and cabling (individual homes)	No	Yes
TV aerials & satellite dishes incl. port face plates and cabling (communal)	Yes	No

Garages & masonry-built outhouses (if provided by LiveWest)	Yes	No
Mains-fed security lighting repair & replacement (excluding bulbs)	Yes	No
Security lighting (bulbs)	No	Yes
Security lighting (communal)	Yes	No
CCTV cameras (communal)	Yes	No
Paths for primary access to property	Yes	No
Paths & garden	No	Yes
Decking	No	Yes
Paving / Patio - serving outside / primary access	Yes	No
Paving / Patio - additional / decorative / garden addition	No	Yes
Washing lines & rotary driers (individual homes)	No	Yes
Washing lines & rotary driers (communal)	Yes	No
Fencing – party fencing New/replacement party fencing along the length of a boundary to be post & wire / chain-link (may include a single privacy panel)	Yes	No
Single privacy panels	Yes	No
Boundary fencing on to public land	Yes	No
Brick & stone garden walls	Yes	No
Timber Sheds (individual homes – customer installation)	No	Yes
Timber Sheds (individual homes – provided by LiveWest, only available storage, new build properties)	Yes	No
Water Butt (individual homes)	No	Yes
Water Butt (communal)	Yes	No
External pipework & outside taps (provided by LiveWest)	Yes	No
Unblocking outside drains (customer to contact the water authority)	Yes – if due to faulty pipework or subsidence	Yes
Unblocking outside drains following water authority inspection and instruction	Yes	No
Water supply issue (i.e., water company)	No	Yes
Lost keys & gaining entry	Yes – recharge advised	Yes

Garages & masonry-built outhouses (if provided by LiveWest)	Yes	No
Mains-fed security lighting repair & replacement (excluding bulbs)	Yes	No
Security lighting (bulbs)	Yes	No
Security lighting (communal)	Yes	No
CCTV cameras (communal)	Yes	No
Paths for primary access to property	Yes	No
Paths & Garden	Yes	No
Decking	Yes	No
Paving / Patio - serving outside / primary access	Yes	No
Paving / Patio - additional / decorative / garden addition	Yes	No
Washing lines & rotary driers (individual homes)	Yes	No
Washing lines & rotary driers (communal)	Yes	No
Fencing – party fencing New/replacement party fencing along the length of a boundary to be post & wire / chain-link (may include a single privacy panel)	Yes	No
Single privacy panels	Yes	No
Boundary fencing on to public land	Yes	No
Brick & stone garden walls	Yes	No
Timber Sheds (individual homes – customer installation)	No	Yes
Timber Sheds (individual homes – provided by LiveWest, only available storage, new build properties)	Yes	No
Water Butt (individual homes)	No	Yes
Water Butt (communal)	Yes	No
External pipework & outside taps (provided by LiveWest)	Yes	No
Unblocking outside drains (customer to contact the water authority)	Yes – if due to faulty pipework or subsidence	Yes
Unblocking outside drains following water authority inspection and instruction	Yes	No
Water supply issue (i.e., water company)	No	Yes
Lost keys & gaining entry	Yes (Recharge advised if customer at fault)	No

Garages & masonry-built outhouses (if provided by LiveWest)	Yes	No
Mains-fed security lighting repair & replacement (excluding bulbs)	Yes	No
Security lighting (bulbs)	No	Yes
Security lighting (communal)	Yes	No
CCTV cameras (communal)	Yes	No
Paths for primary access to property	Yes	No
Paths & Garden – Repairs & Maintenance	Yes	No
Decking	Yes	No
Paving / Patio - serving outside / primary access	Yes	No
Paving / Patio - additional / decorative / garden addition	No	Yes
Washing lines & rotary driers (individual homes)	Yes	No
Washing lines & rotary driers (communal)	Yes	No
Fencing – party fencing New/replacement party fencing along the length of a boundary to be post & wire / chain-link (may include a single privacy panel)	Yes	No
Single privacy panels	Yes	No
Boundary fencing on to public land	Yes	No
Brick & stone garden walls	Yes	No
Timber Sheds (individual homes – customer installation)	No	Yes
Timber Sheds (individual homes – provided by LiveWest, only available storage, new build properties)	Yes	No
Water Butt (individual homes)	No	Yes
Water Butt (communal)	Yes	No
External pipework & outside taps (provided by LiveWest)	Yes	No
Unblocking outside drains	Yes	No
Unblocking outside drains following water authority inspection and instruction	Yes	No
Water supply issue (i.e., water company)	No	Yes
Lost keys & gaining entry	Yes (Recharge advised if customer at fault)	No

Garages & masonry-built outhouses Need to check the lease (some garages are leasehold so we're still responsible for the structure) Homeownership Officer can advise/confirm	No	Yes
Mains-fed security lighting repair & replacement	No	Yes
Security lighting (bulbs)	No	Yes
Security lighting (communal)	Yes	No
CCTV cameras (communal)	Yes	No
Paths for primary access to property	No	Yes
Paths & garden	No	Yes
Decking	No	Yes
Paving / Patio - serving outside / primary access	No	Yes
Paving / Patio - additional / decorative / garden addition	No	Yes
Washing lines & rotary driers (individual homes)	No	Yes
Washing lines & rotary driers (communal)	Yes	No
Fencing – party fencing New/replacement party fencing along the length of a boundary to be post & wire / chain-link (may include a single privacy panel)	Yes	No
Single privacy panels	No	Yes
Boundary fencing on to public land	Yes	No
Brick & stone garden walls	Yes	No
Timber Sheds (individual homes – customer installation)	No	Yes
Timber Sheds (individual homes – provided by LiveWest, only available storage, new build properties)	No	Yes
Water Butt (individual homes)	No	Yes
Water Butt (communal)	Yes	No
External pipework & outside taps (provided by LiveWest)	Yes	No
Unblocking outside drains (customer to contact the water authority)	Yes – if due to faulty pipework or subsidence	Yes
Unblocking outside drains following water authority inspection and instruction	Yes	No
Water supply issue (i.e., water company)	No	Yes
Lost keys & gaining entry	No	Yes

Letter boxes	Yes	No
Mains-fed doorbells (provided by LiveWest)	Yes	No
Battery-fed and Wireless doorbells	No	Yes
<b>FIRE &amp; COMPLIANCE</b>		
Mains-fed carbon monoxide alarms	Yes	No
Mains-fed smoke & heat alarms	Yes	No
Replacing alarm batteries	No	Yes
<b>METERS</b>		
Electric & gas meters	No	Yes
Meter cupboard doors & covers	Yes	No
Meter cupboard keys (individual homes)	No	Yes
Meter cupboard keys (communal)	Yes	No
<b>APPLIANCES</b>		
Installing electric & gas cookers/hobs	No	Yes
Bayonet fittings for gas cookers	No	Yes
Plumbing in washing machines & dishwashers	No	Yes
Mechanical breakdown of appliance (communal facility)	Yes	No
Mechanical breakdown of appliance (individual home)	No	Yes
<b>INFESTATIONS</b>		
Garden or Outbuilding - Eradication of pest infestation during tenancy	No (unless due to an outstanding repair or structural fault)	Yes
Communal areas e.g. shared hallway, stairs in a block / scheme - Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home & Garden – Minor infestation (for example, wasps, fleas, bedbugs, ants)	No	Yes
Inside the Home - Eradication of pest infestation during tenancy	No (unless due to an outstanding repair or structural fault)	Yes
Bird related issues in the home or garden	No	Yes - Contact and report to Local Authority
Bat related issues in the home or garden	No	Yes - Contact Specialist

Letter boxes	Yes	No
Mains-fed doorbells (provided by LiveWest)	Yes	No
Battery-fed and Wireless doorbells	No	Yes
<b>FIRE &amp; COMPLIANCE</b>		
Mains-fed carbon monoxide alarms	Yes	No
Mains-fed smoke & heat alarms	Yes	No
Replacing alarm batteries	Yes	No
<b>METERS</b>		
Electric & gas meters	No	Yes
Meter cupboard doors & covers	Yes	No
Meter cupboard keys (individual homes)	No	Yes
Meter cupboard keys (communal)	Yes	No
<b>APPLIANCES</b>		
Installing electric & gas cookers/hobs	No	Yes
Bayonet fittings for gas cookers	No	Yes
Plumbing in washing machines & dishwashers	No	Yes
Mechanical breakdown of appliance (communal facility)	Yes	No
Mechanical breakdown of appliance (individual home)	Yes (LiveWest installed / gifted appliance)	Yes (customer own appliance)
<b>INFESTATIONS</b>		
Garden or Outbuilding - Eradication of pest infestation during tenancy	Yes	No
Communal areas e.g. shared hallway, stairs in a block / scheme - Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home & Garden – Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home - Eradication of pest infestation during tenancy	Yes	No
Bird related issues in the home or garden	No	Yes - Contact and report to Local Authority
Bat related issues in the home or garden	No	Yes - Contact Specialist

Letter boxes	Yes	No
Mains-fed doorbells (provided by LiveWest)	Yes	No
Battery-fed and Wireless doorbells	No	Yes
<b>FIRE &amp; COMPLIANCE</b>		
Mains-fed carbon monoxide alarms	Yes	No
Mains-fed smoke & heat alarms	Yes	No
Replacing alarm batteries	No	Yes
<b>METERS</b>		
Electric & gas meters	No	Yes
Meter cupboard doors & covers	Yes	No
Meter cupboard keys (individual homes)	No	Yes
Meter cupboard keys (communal)	Yes	No
<b>APPLIANCES</b>		
Installing electric & gas cookers/hobs	No	Yes
Bayonet fittings for gas cookers	No	Yes
Plumbing in washing machines & dishwashers	No	Yes
Mechanical breakdown of appliance (communal facility)	Yes	No
Mechanical breakdown of appliance (individual home)	Yes (LiveWest installed / gifted appliance)	Yes (customer own appliance)
<b>INFESTATIONS</b>		
Garden or Outbuilding - Eradication of pest infestation during tenancy	Yes	No
Communal areas e.g. shared hallway, stairs in a block / scheme - Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home & Garden – Minor infestation (for example, wasps, fleas, bedbugs, ants)	No	Yes
Inside the Home - Eradication of pest infestation during tenancy	Yes	No
Bird related issues in the home or garden	No	Yes - Contact and report to Local Authority
Bat related issues in the home or garden	No	Yes - Contact Specialist

Letter boxes	No	Yes
Mains-fed doorbells	No	Yes
Battery-fed and Wireless doorbells	No	Yes
<b>FIRE &amp; COMPLIANCE</b>		
Mains-fed carbon monoxide alarms	No	Yes
LiveWest responsibility if communal system		
Mains-fed smoke & heat alarms	No	Yes
LiveWest responsibility if communal system		
Replacing alarm batteries	No	Yes
<b>METERS</b>		
Electric & gas meters	No	Yes
Meter cupboard doors & covers	No	Yes
Meter cupboard keys (individual homes)	No	Yes
Meter cupboard keys (communal)	Yes	No
<b>APPLIANCES</b>		
Installing electric & gas cookers/hobs	No	Yes
Bayonet fittings for gas cookers	No	Yes
Plumbing in washing machines & dishwashers	No	Yes
Mechanical breakdown of appliance (communal facility)	Yes	No
Mechanical breakdown of appliance (individual home)	No	Yes
<b>INFESTATIONS</b>		
Garden or Outbuilding - Eradication of pest infestation during tenancy	No	Yes
Communal areas e.g. shared hallway, stairs in a block / scheme - Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home & Garden – Minor infestation (for example, wasps, fleas, bedbugs, ants)	No	Yes
Inside the Home - Eradication of pest infestation	No	Yes
Bird related issues in the home or garden	No	Yes - Contact and report to Local Authority
Bat related issues in the home or garden	No	Yes - Contact Specialist

Bee (not classified as pest) related issues in the home or garden	No	Yes - Contact Beekeeper Service
Eradication of pest infestation discovered at start of tenancy	Yes	No
Repairs to property caused by pest infestation	Yes	No

Bee (not classified as pest) related issues in the home or garden	No	Yes - Contact Beekeeper Service
Eradication of pest infestation discovered at start of tenancy	Yes	No
Repairs to property caused by pest infestation	Yes	No

Bee (not classified as pest) related issues in the home or garden	No	Yes - Contact Beekeeper Service
Eradication of pest infestation discovered at start of tenancy	Yes	No
Repairs to property caused by pest infestation	Yes	No

Bee (not classified as pest) related issues in the home or garden	No	Yes - Contact Beekeeper Service
Eradication of pest infestation discovered at start of tenancy	No	Yes
Repairs to property caused by pest infestation	No	Yes