

Items covered under the £500 guarantee

Heating and hot water provision

Element	Example of problem	Indicative cost
<i>Boiler</i>	Boiler fault	£100-£500
<i>Heat pump</i>	Heat pump fault	£100-£500
<i>Hot water cylinder</i>	Replacement hot water cylinder	£350-£500
	Faulty thermostat	£50-£100
	Airlock	
<i>Panel Heater</i>	Frozen Condensate pipe	£100-£150
	Connection fault	£50-£100
	Replacement heater	£250-£300
<i>Radiator</i>	Leaking radiator	£75-£150
	Replacement radiator	£150-£180

Note: most of these will be covered by a manufacturer's guarantee for the first 2-5 years.

Services

Element	Example of problem	Indicative cost
<i>Electrics</i>	Light not working	
	Sockets not working	
	Doorbell not working	£50-£100
<i>Plumbing & sanitary convenience</i>	Extractor fans not working	
	Electrics tripping	£100-£200
	Shower, basin, toilet, and bath leaks	£50-£100
<i>Plumbing & sanitary convenience</i>	Shower, basin, toilet or bath blockages (because of defects)	£100-£150
	Leaking or loose taps	£70-£130
	Replacing electric shower	£250-£300
	Toilet seat loose	£30-£50
	Continuously filling toilet or toilet not flushing	£75-£120
	Low water pressure	£100-£500

Items not covered under the £500 guarantee but within scope

Element	Initial redress approach	Follow-up
<i>Windows and Doors</i>	Manufacturer guarantees	Asset repair
<i>Roof, external walls foundations, floor joists, decking and screeds</i>	Warranty provider	
		Asset repair
<i>Underground drainage</i>	Local water authority (if the resident is not solely responsible) warranty provider (if the resident is solely responsible)	Asset repairs