

Important Information Regarding Repairs in Your New Property

Moving into your new home

We will ensure that your property is completed to a NHBC standard (www.nhbc.co.uk) before you take occupation of your new home. However, new buildings can take time to settle-in and as a result you may discover over time some defects become apparent within your home. In our agreement with the developers, we have set a “**defects liability period.**”

During this period the developer is responsible for building items that are not working correctly or need repairing. This is applicable to most items for only the first **12 months** from the time the property was handed over to ISHA (this may not necessarily be the same date as when you moved in).

The developer is also responsible for repairs to the building which relate to workmanship, parts or elements within components that have failed. They will not carry out repairs which are a result of deliberate or accidental damage. For example they will repair a loose door handle as it is expected to be in working order from handover. They will not repair the door if it was damaged by furniture when you moved in.

Emergency and urgent defects such as “no heating and hot water” are treated as priority and if the contractor is unable to do the works in the agreed timescales, ISHA can carry out this work and recharge the developer in the event they are unable to do the works.

Non- urgent repairs can be carried out at the end of the defect liability period. That means you may have to wait up to 12 months before non urgent items are repaired, e.g. shrinkage cracks to walls.

The contractor will only carry out repairs that have been reported to them formally. In order to make sure the defect works are carried out within the defect liability period, ISHA will carry out a final inspection before the end of the 12 month period. The purpose of this inspection is to make sure all reported repairs have been completed to our satisfaction and that there are no further issues apparent.

Once all reported defects are completed, you will be asked to confirm this and will be sent a Satisfaction Survey.

How do I report a defect?

You should telephone our Service Delivery Team on 020 7704 7300 or via email on repairs@isha.co.uk. If you call us we will note the details of your repair and pass it onto the contractor. **Please note that you should report all defects directly to us even if you mention them to the contractor in**

person whilst they are on site. This is because the contractors are only liable for repairs that have been formally reported to them. For this reason it is important that we keep a log of all repairs. If we have no formal record they may not be included. We would advise you to keep a record of all repairs and the repairs reference number.

When you report a defect to us, we will give you an indication of how urgent the repair is.

How long does it take before the defects are repaired?

This depends on the type of defect. At the end of this document you will see a list of our repair priorities. Minor defects such as some plaster crack will not be done until the end of the defects period. For this reason it is important to report any defects as soon as you are aware of them. If you report them at the end of the defect period or after the defect period, the work may not be carried out.

Can I decorate my new home?

Your home has already been decorated so there should be no need to decorate but if you don't like the colours that have been chosen, we would recommend that you wait 12 months before you re-decorate. This is because new properties take at least 12 months to "settle" and you may find minor hairline cracks in the walls as a result of this. If the cracks are large enough to be able to slide a pound coin in, then you should notify us immediately.

What happens if you moved in a few months after the property was handed over to ISHA?

The 12 months defects liability period starts from when the property is handed over to ISHA. This is regardless of the date you moved in. This means that if you moved in two months after the building was handed over, the defect liability period has 10 months to run.

What can I do if I am unhappy about the defects or the time taken to repair them?

If you are unhappy with the standard of the repair or the time taken to carry out the works, please contact the Service Delivery Team. If you are unhappy about the defects process or are in dispute with the contractor/ developer, please contact your Resident Services Manager who will liaise with the relevant people and come back to you with an update.

If you are still unhappy after this please contact us and the matter will be treated as a complaint.

End of the Defects Liability Period

At the end of the defects liability period a final joint inspection is carried out in each home and the shared communal areas. The inspection party usually consists of the Building Contractor, the Development Project Manager, Islington and Shoreditch HA Employers Agent, the Site Inspector and the Neighbourhood Manager. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building Contractor.

It is important that access is gained to all homes and the external and internal common areas, such as the shared bin stores, cycle stores and the landlord's cupboards, as this is the last opportunity to report defects for repair by the building contractor.

Following the inspection the building contractor will arrange appointments directly with you to return and carry out final defect rectification works.

After the end of the Defects Liability Period, new faults in the common areas that are referred to will be dealt with as a routine maintenance repair and sent to Islington and Shoreditch HA contractors to rectify.

What happens if I identify defects within my home after the first twelve months?

Defects that arise after the expiry of the defects period are the homeowners responsibility to repair. However, if the defects are of a more serious nature they may be covered by your structural warranty provider. If you are in any doubt, your Resident Services Manager will be able to advise you further.

If you have purchased your own home, you will have to pursue this via our buildings insurance. Unless the problems relate to a defect, we are not responsible for internal repairs to your home. Your Resident Services Manager will be able to provide you with more information on this.

Damage caused by resident/household misuse

If a reported repair is carried out and it is found to be as a result of misuse or damage then the cost of the repair will be charged to the tenant/ lessee.

Improvements to your home

You have the right to make permitted improvements to your home but you are advised to wait till the 12 month defect period is over. This is because any changes you make may impact on our agreement with the contractor and these improvements may be seen to have caused a problem which means that it becomes your responsibility to have it repaired.

Repair Categories

We classify defects in four categories:

Priority 1 – Emergency Defects – **within 24 hours**

Defects are treated as emergencies where:

- There is danger to life or limb
- There is major damage to the property involving fire or flood.
- The property is insecure
- There is a loss of space heating or hot water between October until April
- Gas escape notified immediately to the utility supplier

Please help us and be safe: If there is a water leak, turn off the water supply.

If there is an electrical problem, turn off the power at the mains switch – (providing it is safe to do so).

We will want to establish that it is a true emergency and may ask you to ring back during office hours if this is not the case.

Priority 2 – Urgent Repairs – **5 working days**

Defects are treated as urgent where work needs to be carried out quickly in order to:

- Overcome serious inconvenience to the Resident or an adjoining property
- Prevent immediate damage to the property
- Deal with a potential health and security risk
- Repair space and water heating between October until April

Priority 3 – Routine Defects – **20 working days**

Defects are treated as routine where no immediate inconvenience, danger or damage is caused and:

- The defect can be done together with other work
- The work may take some time
- Different trade skills are involved
- Parts need to be ordered or made up

Priority 4 – Minor Cosmetic Making Good. These will be carried out 12 months **after the contractor has handed over the property to us**

Outside normal working hours

During out-of-office hours (5:00pm – 9:00am Monday to Friday and all day Saturday to weekends and bank holidays)

Emergency defects and maintenance repairs **only** should be reported to ISHA Service Delivery Team on 0207 704 7300.

The out-of-hours facility is for emergencies only. If a reported defect or maintenance repair is later found not to be an emergency, you may have to bear the cost of the call out and any works carried out.