

Repairs

This booklet includes information on:

Repairs

Gas

Condensation

Repairs

How to report a repair

- Phone between 9am and 5pm on **0300 131 7300**
- After 5pm you can still use this number to report an emergency repair.
- Email repairs@isha.co.uk
- Visit the ISHA website.

What you can expect from ISHA

- We will check the history of the repair and confirm that we have correct information on record.
- We will take enough information when you call so that we can try to complete the repair on the first visit.
- We will raise the order whilst you are on the phone.
- We will always try to book the appointment with you and our repairs team or our surveyor, at a time that is convenient to you.
- In addition we can work around school runs to make it easier if you need to drop off or collect children and there is also some flexibility. Please speak to our Customer Service team about any special requirements when you report your repair.
- For some specialist works such as pest control, or door entry systems it may not be possible to book an appointment with you when you call. In these cases, the contractor will call you to arrange an appointment.
- We will always give you the job reference number and a description of the works ordered, we will then confirm this in writing.
- If the repair is in a communal or shared area the details of the repair will be posted on your notice board.
- If you contact us with a repair query and the information is not available right away, we will ring you back within 1 working day with an update.
- All email requests from you will be replied to within 1 working day. You will receive an electronic acknowledgement that we have received and logged the repair request.



ISHA's repair responsibilities

To keep in good repair the structure and exterior of the premises including:-

- Drains, gutters, external pipes and the roof.
- All outside walls, outside doors, window sills, window catches, window handles, sash cords and window frames, including external painting.
- Internal walls, floors and ceilings. (structure not decoration)
- Chimneys, chimney stacks and flues.
- Pathways, steps and any other means of access.
- Boundary walls and fences that are next to any main path to your door.
- Basins, sinks, baths, toilets, flushing systems, tap washer and waste pipes provided by ISHA.
- Electric wiring, sockets and switches, gas pipes, and water pipes.
- Water heaters, fire places, fitted fires, central heating installations and electrical appliances provided by ISHA.

Please report to ISHA any repair or defect to your property for which we are responsible.

Your repair responsibilities

- Unblock waste pipes from sinks, baths or toilets.
- Repair and maintain any fixture, fitting or appliance you have put in including wastes, supply pipework and vents for washing machines, dishwashers and tumble dryers.
- Keep your home clean and properly decorated.
- Replace lost or stolen keys and changing locks if you are locked out.
- Replacing existing or fitting extra locks, doorbells, letterboxes, spy holes, door knockers and replacing light bulbs.
- Repairing or replacing inside doors and door frames, skirting boards, shelves and bath panels.
- Repairing and replacing kitchen and bathroom cupboards (unless caused by fair wear and tear).
- Replacing handles, locks and catches on all internal doors and cupboards.

- Repairing wall plaster or plasterboard damaged by you or your family.
- Replacing plugs or chains to baths, basins, sinks and toilet seats
- Putting up TV aerials or satellite dishes **(you need our permission before doing this)**.
- Replacing batteries in battery operated smoke detectors
- Replacing floor coverings such as tiles, carpets or laminate

(You must contact ISHA before replacing any floor tiles provided by us and also before laying any laminate flooring).

Cyclical Decorations

At ISHA we aim to be a great landlord and to do this we need to ensure you live in a great home. To do this, we decorate and repair all of our properties externally every 7 years, some every 5 years due to their location. More information can be found on the ISHA website.

We call these decorations and repairs "cyclical decorations".

During the works we will usually paint all external and outdoor parts of your home that have been previously painted. This can include doors, windows, walls, soffits and fascia boards. As we normally install scaffolding to carry out these works, we will also clear gutters and check your roof in order to ensure your home is watertight and safe.

Before works are carried out we write to all of our customers to let you know of upcoming plans and to invite you to ask questions and give your feedback on any part of the process. It is crucial for us to meet your expectations and deliver an excellent service.



Reports of Pests

In the first instance residents will be expected to seek advice and take their own action to deal with any pests or infestation. This could include using powder to deal with ants, setting mousetraps etc. but excludes directly employing pest control services. If it is immediately clear that the infestation is such that any action taken by you will not be sufficient ISHA should be contacted.

Before ISHA intervenes all services provided without charge by the local authority must be exhausted.

ISHA will deliver a service to deal with infestations

- Rats
- Mice
- Pharaoh ants
- Cockroaches

ISHA will not treat infestations of wasps, moths or bedbugs without charge and this is to be authorised by a Manager.

The local authority may provide services for these pests but may also charge.

Response time for all repairs

Emergency – 4 hours

We will attend within 4 hours for an emergency repair, however please note we will make the emergency item safe if it cannot be fixed immediately the full repair will be repaired under our routine timescales.

Please see below examples of an emergency repair. This is by no means an exhaustive list.

- Blocked or leaking foul drain, soil stack or toilet pan, where there is no other working toilet in the property.
- No heating or hot water (between 30 October and 1 May).
- Burst / overflowing pipe.
- Total loss of water or loss of drinking supply.
- Lift breakdown.
- Make safe repairs to any repair causing a health and safety risk, i.e. leak, fire damage, storm damage, flooding, unsafe electrical fault etc.

Urgent, Routine & Planned Repairs – Customer choice

For all other repairs you will be offered an appointment that suits you. Please see below examples of routine repairs. This is by no means an exhaustive list.

- Partial loss of water supply.
- No heating or hot water (between 2 May and 29 October).
- Door entry phone or controlled access not working.
- Carpentry repairs.
- Repairs to kitchen fittings that are not customer responsibility.
- Floor / wall tiling that are not customer responsibility.
- Plasterwork
- Mould treatment.
- Decorations following repairs



Gas

Gas safety and repairs for Customers

ISHA maintains all individual heating and hot water systems for tenants.

Shared Owners and Leaseholders must maintain their own individual systems.

To report a repair for your gas heating and hot water you can:

- Phone between 9am and 5pm on **0300 131 7300**
- Email at repairs@isha.co.uk
- Visit the ISHA website.

Emergency repairs

If your boiler breaks down between 30 October and 1 May, we will come to repair it within 1 working day. If we cannot fix the boiler on the first visit, we will provide electric heating and pay for the extra running costs and will come back to repair it within 3 working days. If a new boiler is required this may take longer due to surveys being required

Urgent repairs

If your boiler breaks down between 2 May – 29 October we will come to repair it within 5 working days. If we cannot fix the boiler on the first visit, we will provide electric heating if requested but we will not pay for the extra running costs.

Gas safety checks and your safety

Every year about 14 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. To minimise risk The Gas Safety (Installation and Use) Regulations 1998 place duties on landlords to check any gas appliances and flues for safety once in every 12 month period.

As a resident, you must allow access for ISHA to complete the safety checks.

If you smell gas, call National Gas Emergency Service free on **0800 111 999**.

Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible. Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion. Do not smoke, light a match or any other naked flame.

What you can expect from ISHA

- We will send you a reminder letter 79 days before your gas safety check is due with an appointment date in the next 2 weeks
- You have the option to change the date of it is not convenient.

- It is very important that we do carry out your safety check. If you do not give us access we will continue to contact you and in the event of no response we may take legal action against you.

If you have any problems making an appointment let us know as soon as possible so that we can work with you to make suitable arrangements.

We may in some circumstances be able to book you an evening or Saturday appointment, though these appointments are limited.



Condensation

What is condensation?

Condensation is a common problem in homes and is caused when moist warm air meets a cold surface such as glass on a window pane. A practical example of this is when you take a cold glass out of a fridge on a hot day – you will notice that the glass ‘steams up’. This is the moist air present in your home turning into droplets of water and condensing on the cool surface of the glass.

Every home gets condensation at some time - usually when lots of moisture and steam are being produced - for example, at bath times, when a main meal is being cooked or when clothes are being washed or dried. Newly built homes can have condensation problems as well.

Dampness in your home may not be caused by condensation at all. It could be caused by a leaking pipe or a leaking roof. The vast majority of damp problems in homes are normally caused by condensation.

Condensation is usually at its worst during the winter. It often results in black mould growing on walls and other surfaces.

The main ways you can help to reduce condensation are:

Cover pans when you're cooking.

Hang washing outside to dry whenever you can.

If you have to use a tumble dryer make sure it's vented to the outside.

If you have to dry washing indoors use the bathroom and keep the door shut and the room well ventilated, i.e. open the window.

Do not hang wet washing on radiators – this will create or worsen condensation problems.

Confine wet air to your bathroom and kitchen - keep these doors shut so the wet air can't spread to the rest of your home especially when you're washing, cooking or taking a shower or bath.

Don't switch off your extractor fans as they are very good for ventilating such as bathrooms and kitchens. They are cheap to run and can make a significant difference to condensation and mould growth in your home. Open windows when possible.

Try to keep the heating on throughout your home at low level for a long time, this will help to keep surfaces warm and will reduce the level of condensation forming.

For further information or any queries please contact ISHA on 0300 131 7300 or visit our website www.isha.co.uk If you would like this booklet translated or in a different format please contact us directly.

Albanian

Për informacion të mëtejshëm ose për çdo pyetje ju lutemi kontaktoni ISHA në 0300 131 7300 ose vizitoni faqen tone të internetit www.isha.co.uk Nëse këtë broshurë e doni të përkthyer ose në një format tjetër ju lutemi na kontaktoni direkt.

Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال بـ أي أس إتش أي على www.isha.co.uk أو زيارتنا على موقعنا على الشبكة إذا رغبت في كتيب مترجم أو اردت النص بصيغة أخرى يرجى الإتصال بنا مباشرة.

Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে 0300 131 7300 নম্বরে ISHA-এর সাথে যোগাযোগ করুন অথবা আমাদের ওয়েবসাইট www.isha.co.uk দেখুন আপনি যদি এই পুস্তিকাটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরমেটে পেতে চান সেক্ষেত্রে অনুগ্রহ করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

French

Pour tout renseignement ou problème supplémentaire, veuillez contacter ISHA au 0300 131 7300 ou visiter notre site www.isha.co.uk Si vous souhaitez avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez bien nous contacter directement.

Gujarati

વધુ માહિતી અથવા કોઈ પૂછપરછ માટે કૃપા કરીને ISHAનો 0300 131 7300 પર સંપર્ક કરો અથવા અમારી વેબસાઈટ www.isha.co.uk જુઓ. જો તમને આ પુસ્તિકા ભાષાંતર કરાવેલી અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય, તો કૃપા કરીને અમારો સીધો સંપર્ક કરો.

Hindi

AiDk jwnkwrl Xw iksl svwl ky iIE kfpXw eéSw (ISHA) ko 0300 131 7300 pr tyilPon kryN Xw hmwrl vybsweét www.isha.co.uk dyKyN[Xid Awp es puiÆqkw kw Anuvwd Xw esy iksl AñX ÆEv}p myN lynw cwhqy hYN qo kfpXw sIDw hmsy sypké kryN[.

Polish

W przypadku pytań, lub w celu uzyskania dalszych informacji, prosimy o kontakt z ISHA pod numerem 0300 131 7300 lub na stronie www.isha.co.uk Prosimy o bezpośredni kontakt z nami, jeżeli potrzebne jest tłumaczenie tej broszury lub udostępnienie jej w innym formacie.

Somali

Macluumaad dheeraad ah ama wax weydiinba fadlan kala xiriir ISHA oo laga helo 0300 131 7300 ama booqo webseytkayaga ah www.isha.co.uk Haddii aad jeclaan laheyd buug-yarahan oo turjuman ama qaab kale ah fadlan toos noola soo xiriir.

Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA llamando al 0300 131 7300 o visite nuestra página web www.isha.co.uk Si desea este folleto traducido o en un formato diferente, por favor, póngase en contacto con nosotros directamente.

Turkish

Daha fazla bilgi isterseniz ya da sorularınız varsa lütfen biz ISHA'yı 0300 131 7300 numaradan arayınıza ya da websitemiz www.isha.co.uk 'u ziyaret ediniz Bu kitapçığın başka bir formata çevrilmesini istiyorsanız lütfen bizi doğrudan arayınız.

Urdu

www.isha.co.uk: کوچھے ملاحظہ سڈٹ ویب یہمالی 0300 131 7300 سے اس تمبر پر رابطہ کوچھے ISHA لئے کے سوالات یکمیل معلومات مزے اگر آپ کو اس تاجھے کا ترجمہ لی بی ایک مختلف صورت می چاہئے تو برائے مہربانی ہم سے برائے راست رابطہ کریں۔

Vietnamese

Để biết thêm thông tin hoặc nếu bạn có bất kỳ thắc mắc nào, xin vui lòng liên hệ với Isha theo số 0300 131 7300 hoặc truy cập vào website của chúng tôi tại www.isha.co.uk Nếu bạn muốn cuốn sách mỏng này được dịch hoặc có một định dạng khác.



ISHA & Lien Viet



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