



Islington & Shoreditch
Housing Association



Repairs Responsibilities

For Tenants

1. Kitchen

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none">▪ Kitchen units and doors (replacement due to age)▪ Worktops (replacement due to age)▪ Sinks and taps▪ Extractor fans▪ Tiling (3 rows above worktops)	<ul style="list-style-type: none">▪ Any appliances you own, including washing machines and dishwashers including wastes, supply pipework and vents for washing machines, dishwashers and tumble dryers▪ Sink chains and plugs▪ Any taps fitted by you▪ Unblock waste pipes from sinks, baths or toilets▪ Repairing and replacing kitchen cupboards (unless caused by fair wear and tear)▪ General cleaning and surface maintenance

2. Bathrooms

Our responsibility We will take care of	Your responsibility It's up to you to carry out repairs to...
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repairs to...	
<ul style="list-style-type: none"> ▪ Non-accidental damage to wash basins, including pedestals and taps ▪ Baths and bath panels ▪ Showers ▪ Toilet plumbing (not seats) ▪ Repairs to Wall ▪ Extractor fans 	<ul style="list-style-type: none"> ▪ Shower curtains ▪ Vanity cabinets or mirrors ▪ Toilet roll holders ▪ Any fitting you have installed such as over-bath driers ▪ Bath and sink chains and plugs ▪ Showerheads ▪ Toilet seats ▪ Unblock waste pipes from sinks, baths or toilets ▪ Repairing and replacing bathroom cupboards (unless caused by fair wear and tear).

3. Smoke Detectors

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none"> ▪ Repair and testing of fitted/hardwired smoke and heat detectors 	<ul style="list-style-type: none"> ▪ Replacing batteries in battery operated smoke detectors

4. External walls, windows and doors

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none"> ▪ Keeping walls, windows and doors 'water and wind tight' 	<ul style="list-style-type: none"> ▪ Glazing if you, your family or visitors have caused damage

<ul style="list-style-type: none"> ▪ Misted double glazing where this is significantly obscured ▪ Installing window restrictors for health and safety reasons ▪ Patio, French doors and balcony doors ▪ Conservatories and lean-to which we have constructed ▪ Ironmongery, catches, hinges and stays ▪ Door entry systems where present ▪ Providing you with guidance to help prevent this reoccurring ▪ Clearing blocked air vents ▪ Cleaning the ducting systems in existing ventilation equipment ▪ Installing extractor fans to alleviate condensation where necessary 	<ul style="list-style-type: none"> ▪ Conservatory or lean to constructed by you ▪ Keep your home clean and properly decorated. ▪ Replace lost or stolen keys and changing locks if you are locked out. Replacement FOBs for door entry systems ▪ 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 ▪ Replacing handles, locks and catches on all internal doors and cupboards
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5. Condensation

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none"> ▪ Providing you with guidance to help prevent this reoccurring ▪ Clearing blocked air vents ▪ Cleaning / replacing the filters and cleaning the ducting systems in existing ventilation equipment ▪ Installing extractor fans to alleviate condensation where necessary. 	<ul style="list-style-type: none"> ▪ Wash down mould growth, mildew, limescale and grease build-up within your property ▪ Mitigate the buildup of moisture in the property and keep it well ventilated.

6. Specialist Surveys and Pests

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none"> ▪ Structural surveys where you have reported cracking or other structural problems 	<ul style="list-style-type: none"> ▪ It's up to you to remove pests from your own property, and keep areas clear to prevent infestations

<ul style="list-style-type: none"> ▪ Damp and disrepair surveys ▪ Sealing openings which are allowing pests to enter your home ▪ Woodworm, dry rot and wet rot treatment ▪ Removing or containing asbestos identified from an asbestos survey ▪ Removing pests from communal areas 	
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7. Other

Our responsibility We will take care of repairs to...	Your responsibility It's up to you to carry out repairs to...
<ul style="list-style-type: none"> ▪ Maintenance of the communal satellite/TV aerials 	<ul style="list-style-type: none"> ▪ Putting up TV aerials or satellite dishes (you need our permission before doing this)

For more information, please email isha@isha.co.uk