

## Our Repairs Commitment

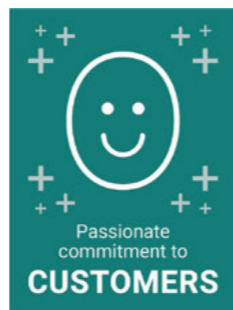
We will categorise your repair into emergency or standard categories

Emergency	Standard
<ul style="list-style-type: none"><li>• We will fix an emergency repair within 4 hours</li><li>• Repairs to remedy any defect which puts the health, safety or security of a tenant or third party at immediate risk or which affects the structure of the building.</li><li>• Examples:<ul style="list-style-type: none"><li>• No heating or hot water (Winter months Oct-Mar)</li><li>• Blocked foul drain, soil pipe or toilet</li><li>• Uncontainable leak or roof leak</li><li>• Faulty electrics</li><li>• Faulty locks on external windows and doors</li></ul></li></ul>	<ul style="list-style-type: none"><li>• We deal with a standard repair outside emergency repair timescales, but we will repair at a time suitable to you. We call this 'tenant's choice'. Appointment times will aim to be agreed at the time of reporting to ISHA usually within 28 days, depending on your availability and the contractor's availability</li></ul>



## Our Repairs Commitments to you:

- We will strive to fix it first time
- We will communicate clearly and timely
- We will arrive when we say we will
- We will wear our name badge\*
- We will respect you and your home
- We will uphold all the ISHA values



## How to get in touch

Your communication preferences are important to us. There are several ways to get in touch with ISHA, please let us know what your preference is, and we'll make sure to use that method\*\*

**Phone** 0300 131 7300

**Email** [isha@isha.co.uk](mailto:isha@isha.co.uk)

**Write** ISHA 102 Blackstock Road, N4 2DR

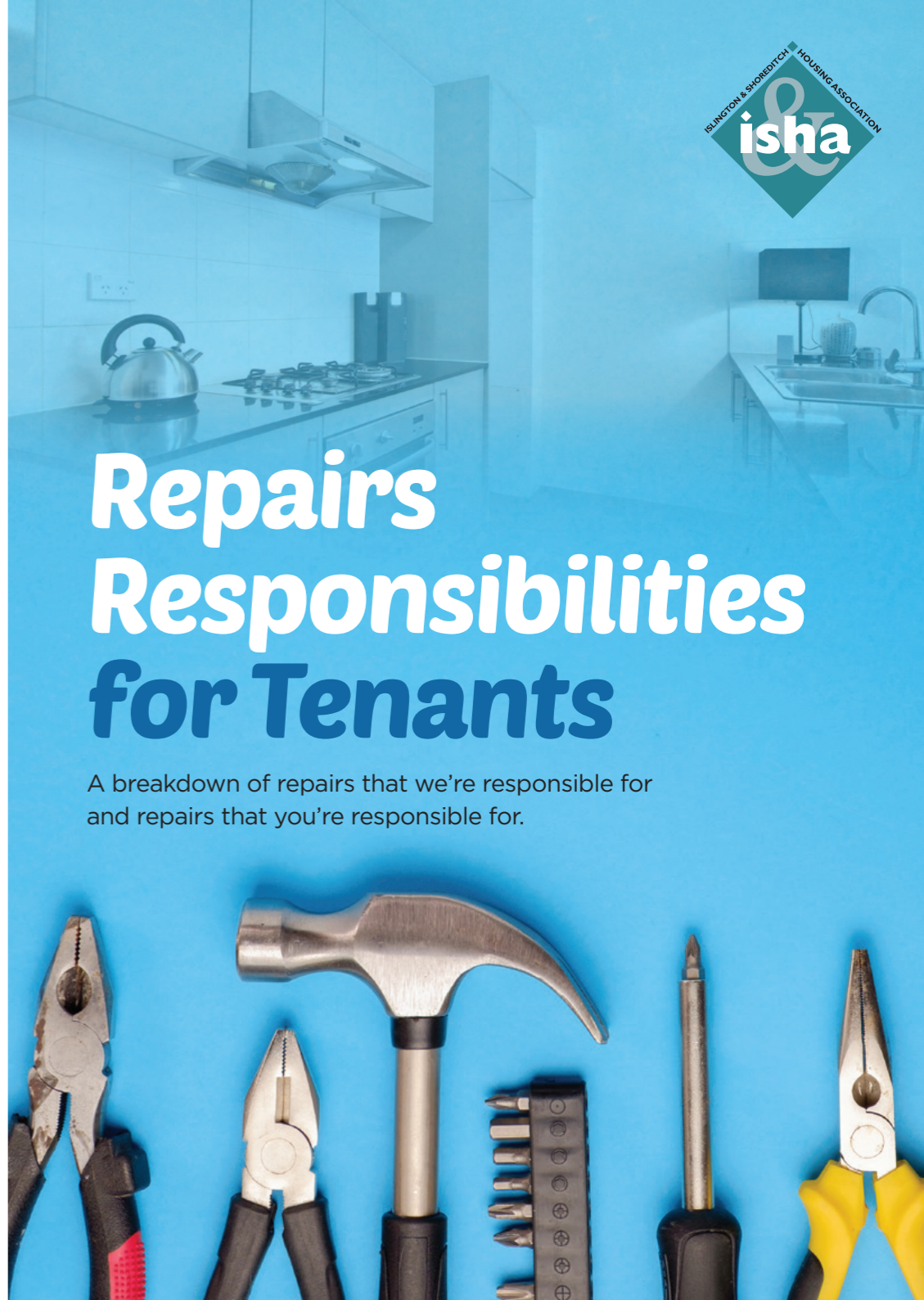
**Website** [www.isha.co.uk](http://www.isha.co.uk)

**WhatsApp** +44 7950 972 098

**Resident involvement** (scrutiny, forum, resident association etc)  
[involvement@isha.co.uk](mailto:involvement@isha.co.uk)

\*At times it may be impossible for contractors to wear name badges but will always be identifiable with the ISHA brand

\*\*At times we may need to contact you in alternate methods, including but not limited to estate communication, emergencies or legal documentation

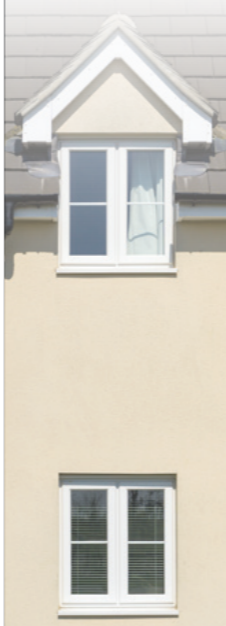





# Repairs Responsibilities for Tenants

A breakdown of repairs that we're responsible for and repairs that you're responsible for.



	<b>Our Responsibility</b> We will take care of repairs to:	<b>Your Responsibility</b> It's up to you to carry out repairs to:
<b>Kitchen</b> 	Kitchen units and doors (replacement due to age) Worktops (replacement due to age) Sinks and taps Extractor fans Tiling (3 rows above worktops)	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
<b>Bathrooms</b> 	Non-accidental damage to wash basins, including pedestals and taps Baths and bath panels Showers Toilet plumbing (not seats) Repairs to Wall Extractor fans	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).
<b>Smoke detectors</b> 	Repair and testing of fitted/hardwired smoke and heat detectors	Replacing batteries in battery operated smoke detectors

	<b>Our Responsibility</b> We will take care of repairs to:	<b>Your Responsibility</b> It's up to you to carry out repairs to:
<b>External walls, windows and doors</b> 	Keeping walls, windows and doors 'water and wind tight' 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	Glazing if you, your family or visitors have caused damage 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
<b>Condensation</b> 	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	Wash down mould growth, mildew, limescale and grease build-up within your property Mitigate the build up of moisture in the property and keep it well ventilated

	<b>Our Responsibility</b> We will take care of repairs to:	<b>Your Responsibility</b> It's up to you to carry out repairs to:
<b>Specialist Surveys and Pests</b> 	Structural surveys where you have reported cracking or other structural problems 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	It's up to you to remove pests from your own property, and keep areas clear to prevent infestations
<b>Other</b> 	Maintenance of the communal satellite/TV aerials	Putting up TV aerials or satellite dishes (you need our permission before doing this)