

Important Information Regarding Repairs in Your New Property

Moving into your new home

Welcome to your new home! We hope you will experience no major repair issues, but we do recognise that problems occur. For the first year of your new home, the builder agrees a kind of guarantee to undertake some repairs, which we call **defects**. This period is called the **Defect Liability Period**. It is usually **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).

Beyond this 12 months, repairs responsibility moves away from the builder, dependant on what type of occupancy you have: ISHA will undertake most repairs for rented tenants, whilst shared owners may have the responsibility themselves.

What are defects?

Defects are repairs to the building which relate to workmanship, parts or individual components. They are not repairs resulting from deliberate or accidental damage. For example, the builders 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.

How do I report a defect?

You should telephone our Customer Service 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 builder. **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.

Can I decorate my new home?

We would recommend that you wait a year before you re-decorate. This is because a lot of water goes into the making of new homes, and they dry slowly over the first year. As they dry, hairline cracks may appear in your walls. These are usually harmless, but if the cracks are large enough to be able to slide a pound coin in, then you should notify us immediately.

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 New Homes Customer Co-ordinator Andy James andyj@isha.co.uk 0207 704 7336. It is his job to oversee the defects process, liaise with the builders and resolve any difficulties.

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, ISHA's New Home Care Co-ordinator and Clerk of Works, and the Employer's Agent. The purpose of the end of defects inspection is to check for any remaining defects.

Following the inspection the builder will arrange appointments directly with you to return and carry out final defect rectification works. They will ask you to sign a form confirming all defect work is complete and their contract with ISHA will not be settled until all these signed forms have been received.

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 may be charged to the tenant/ lessee.

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).

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

Outside normal working hours

Emergency defects can be reported at any time using the same contact details as above..