

## Repairing responsibilities for Shared Owners and leaseholders

Set out below is a table which shows the repairing responsibilities of some common repairs that can occur in your flat or the communal areas. Generally speaking, as a homeowner, you are responsible for most repairs that occur inside your flat. This is regardless of how much equity you own. This means that someone who owns 30% has the same repairing responsibilities as someone who owns 100%. This is because your rental payments cover the remaining mortgage that ISHA takes out. The rent does not pay for anything else such as repairs or our management costs.

ISHA is responsible for repairs in the communal areas. These repairs are carried out by us and recharged to you in the service charge. The amount you pay depends on the apportionment set out in [your lease](#).

### Schedule of repair responsibilities

<b>Repair</b>	<b>You</b>	<b>ISHA</b>
<b>STRUCTURE</b>		
External Brickwork		X
Concrete		X
Damp Proof Courses		X
Roof		X
Roof Structure		X
Rain Water gutters and pipes		X
Coverings		X
Drains		X
Communal staircase		X
Staircase within flat	X	
<b>WINDOWS IN FLAT</b>		
External frames		X
Glazing	X	
Locks/fittings	X	
<b>ELECTRICAL/LIGHTING</b>		
In flat (rewiring, fuses etc.)	X	
Communal (rewiring, repairs, etc.)		X
Entry 'Phones		
TV Aerial (Communal)		X
Cable or satellite TV in your flat	X	
<b>PLUMBING</b>		
Stopcock (block)		X
Stopcock (flat)	X	
Burst pipe (up to main stop cock)		X
Burst pipe (beyond main stop cock)	X	
Water tank (communal)		X
Water tank (individual)	X	
Basin	X	
Bath/shower	X	

WC	X	
Taps	X	
Soil Pipes (Communal)		X
Domestic Water Heater	X	
Domestic Water Heater	X (please check if you have a service contract)	
<b>INTERNAL DECORATIONS</b>		
Entrance halls, communal areas, doors,		X
Individual flat internal	X	
Lift		X
<b>EXTERNAL</b>		
Boundary walls/fences		X
Pathways		X
Balconies		X
Access stairs		X
Sheds/stores	X	
Parking areas		X
Ventilation systems		x
Lighting		X
<b>FLAT ENTRANCE DOORS</b>		
Frame (following a break in)	X	
Doors	X	
Locks/Fittings	X	
External Decorations		X
Fire Protection Systems		X
Refuse and Recycling Facilities		X
The above schedule is intended as a general guide and is not exhaustive.		

## Reporting repairs

When reporting a repair, please call our Customer Service Team on 0300 131 7300 or email us at [isha@isha.co.uk](mailto:isha@isha.co.uk) or via our web site [www.isha.co.uk](http://www.isha.co.uk). Please give us as much information as possible about the problem as well as your name, address and contact phone number. If necessary, we may need to give your number to a contractor to make an appointment directly with you. Normally a contractor arranges a visit for the morning or afternoon on a certain day. It is not usually possible to be more precise as it is impossible to say how long other jobs will take. Most of our contractors do not do work at weekends. Please note that if you do not keep an appointment made with one of our contractors, you could be charged for an abortive call-out.

## Emergencies

If there is an emergency, we will try to help as quickly as possible. If the emergency occurs outside office hours, you can still ring the Customer Service Team number and your call will be forwarded

to our out of hours contractor. Emergency maintenance call-outs are expensive and our contractors are under strict instructions to attend serious emergencies only. If you use this service for a repair which is not our responsibility, we will charge you the full cost.

## **Speed of repairs**

We always try to carry out repairs that we are responsible for as quickly as possible. As a guide, we set the following time limits:

### **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.

### **Urgent, Routine & Planned Repairs – Customer choice**

For all other repairs you will be offered an appointment that suits you.

Some these repairs cannot be carried out until a surveyor has been to inspect the problem. If the problem is substantial, we will need to get quotations from our contractors and possibly serve a section 20 Notice if the costs are likely to be more than £250 each. This notice begins a formal consultation process which could last up to three months. In certain circumstances, especially if the works are urgent, we may dispense with the notice period.