



Islington & Shoreditch  
Housing Association

# Repairs Guide



# Using this guide - things to know

This booklet is about repairs for tenants, it does not cover the different responsibilities of leaseholders and shared owners as these will vary by property and are detailed in your lease. If you are unsure, please contact [HomeOwnership@isha.co.uk](mailto:HomeOwnership@isha.co.uk).

## GIFTED ITEMS

Some items, such as curtains, carpets or floorcoverings are gifted at the start of your tenancy to help you settle into your home. You sign an agreement that future maintenance and replacement is your responsibility. Similarly, vinyls or laminates supplied as part of an improvement programme become your responsibility.

## LIKE-FOR-LIKE REPAIRS

- Just so you know, with any repair or replacement covered by us will be like-for-like.
- Where this isn't possible, we'll try and match as closely as possible.

## INSURANCE

As your landlord, we insure the building you live in, but not the furniture and possessions that make it your home. To protect your belongings if the unexpected happens, we recommend that you purchase a [home contents insurance](#) policy. Ecclesiastical Insurance offers an affordable policy for ISHA residents which may be suitable for you. You can find out more directly from [RSA](#). Call **0345 671 8172** if you have any questions or want to apply by phone.

Some services, such as bin collection, are the responsibility of your local council. Find the website for [your local council here](#).

## RECHARGEABLE REPAIRS (CHARGES)

You may be charged if:

- Damage is caused by you, your household or visitors
- Repairs are needed due to misuse or neglect
- You miss appointments without notice
- We need to force entry because you have failed to let us in.

We will always explain any charges before work begins where possible.



We'll undertake repairs, at our cost and discretion, that are normally classed as the customers' responsibility based on the specific needs of the individual customer (eg, deemed vulnerable).

# Our Repairs Services

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# A. Repairing and maintaining your home

Caring for a home is an ongoing job and we do it better together.

## WORKING TOGETHER

Some aspects of repairs and maintenance are the responsibility of ISHA, others of tenants. This is an easy guide to those responsibilities.

If you are in a Market rent home we fix the white goods we have supplied and fixtures and fittings. If you are unsure, please contact [RepairsAndMaintenance@isha.co.uk](mailto:RepairsAndMaintenance@isha.co.uk).

Where it is our responsibility we also indicate the priority level, so you know what to expect when you contact us.

Just so you know, sometimes we carry out a 'make safe' - a quick, temporary fix to make a property safe and prevent further loss or damage after an event has occurred. We need to make sure the property is safe, so you or the public don't get hurt.

### Before you report a repair

You may be able to fix the issue yourself:

- Reset your fuse box if power fails
- Try plunging blocked sinks or toilets
- Check your boiler pressure/restart (if safe)
- Replace light bulbs or smoke alarm batteries.

There are some helpful 'how to' videos on our [YouTube channel](#). If you are unsure, contact us – we're happy to advise.

### QUICK CHECKLIST

You can help keep your home in good condition by:

- ✓ Reporting repairs as soon as you can
- ✓ Allowing access for repairs, inspection and safety checks

## Your satisfaction matters

We measure our performance through Tenant Satisfaction Measures (TSMs), including:

- Time taken to complete repairs
- Quality of repairs
- Overall satisfaction.

You may be asked for feedback after your repairs – your input helps us improve.

If you're dissatisfied with the service you have received from us (or one of our contractors) – please **contact us** so we have a chance to put it right.

If you still remain unhappy, you have the right to complain: our complaints policy and full details about how to make a complaint are available on our website.

| Priority  | What it means                                       | Target reponse            |
|-----------|-----------------------------------------------------|---------------------------|
| Emergency | Immediate risk to safety, security or severe damage | Within 24 hours           |
| Urgent    | Serious issue affecting comfort or use of your home | Within 7 days             |
| Routine   | Non-urgent repairs                                  | Up to 20-28 calendar days |



## DAMP, MOULD AND CONDENSATION

**Condensation is caused by too much moisture in the air.**

**If condensation occurs regularly in your home, it can cause damp and mould.**

Cooking, bathing, and washing and drying clothes are all common causes of condensation. Please visit our website for guidance on actions you can take to reduce condensation in your home, and help prevent damp and mould occurring and how to report it.

**Damp and mould – See it, report it!**

To report any issue with condensation, damp or mould in your home please email:

[RepairsAndMaintenance@isha.co.uk](mailto:RepairsAndMaintenance@isha.co.uk).

### What is condensation?

Condensation is water droplets that appear on a cold surface when it comes into contact with warm air, for example on windows on a cold morning or on a bottle of milk when it comes out of the fridge. Condensation and mould are most common in kitchens and bathrooms because of the high levels of moisture in the air which has nowhere to escape.

#### What causes condensation?

**There are five main factors that cause condensation:**

- Too much moisture being produced in the home
- Not enough ventilation
- Cold surfaces
- The temperature of your home
- Leaks and poor drainage.

### What is mould?

Mould is a fungus that grows and multiplies in moist areas. Condensation can lead to mould.

The chances of your home being affected by mould is reduced if you keep your home warm, well ventilated and minimise the amount of moisture that's released into the air within your home.

### What is damp?

Damp occurs where moisture collects but does not have a chance to fully dry out. Damp is very common and is often caused by condensation. Damp usually builds up in areas where there's not much air movement.

### What should I do if I have damp and mould in my home?

- Report the issue to us immediately by emailing [RepairsAndMaintenance@isha.co.uk](mailto:RepairsAndMaintenance@isha.co.uk), including photos of the affected areas if possible or call **0300 131 7300**
- Allow access to your home so we can carry out inspections and works if required
- Contact us if the problem gets worse or reoccurs.

### What we will do

Awaab's Law, introduced through amendments to the Social Housing (Regulation) Act 2023, places statutory duties on social housing landlords to take prompt and effective action to investigate and address hazards, including damp and mould, that present a risk to residents' health and safety. Please see our policy.

#### We will take the following actions:

- Within 24 hours of report receipt, we will acknowledge the issue and provide advice where needed
- Within 10 calendar days, we will conduct an assessment and investigation of the root cause in person
- Within three working days of the investigation being concluded, a written report of the inspection's findings and our remediation plan will be communicated to you including expected timelines and contact details
- Within five working days of the conclusion of the investigation, we will have allocated resource to the works or commenced works on site
- Remedial work will be complete within 28 calendar days of works starting. Where extensive works are required, we will provide temporary accommodation or alternative arrangements as appropriate.

## TIPS FOR REDUCING CONDENSATION AND MOULD GROWTH IN YOUR HOME



### HEATING

- ✓ Make sure your home is heated adequately. Aim to heat living rooms to 21 degrees Celsius and bedrooms to 18 degrees Celsius
- ✓ It's effective to keep your home at a constant temperature all day. This will help raise the internal temperature of surfaces and reduce condensation forming



### VENTILATION

- ✓ Ventilate bedrooms by leaving a window slightly open at night if it's safe to do so
- ✓ Trickle vents must remain open (a trickle vent is a small opening in a window that allows ventilation)
- ✗ Do not block air vents
- ✓ Open windows slightly for at least 15-20 minutes each day on both sides of your home to help air circulate
- ✓ Condensation is most common in the colder months. This is the most important time to ventilate your property
- ✓ Pull all furniture away from external walls, including beds
- ✓ Leave a gap between the curtains and the wall during the day
- ✗ Don't over-fill cupboards and shelves to allow space for the air to circulate



### WASHING

- ✓ Dry clothes outside if possible
- ✓ If you need to dry clothes indoors make sure the room is heated and ventilated. Keep a window open, or extractor fan running to allow moisture to escape. If you have a dehumidifier, please ensure that this is turned on and/or emptied on a regular basis
- ✗ Don't dry your washing on radiators. Wet clothes on a radiator fill the room with moisture in seconds
- ✓ If you have a tumble dryer make sure it's vented properly
- ✓ Wipe down any condensation on windows and sills



### COOKING

- ✓ Cover pots with lids when cooking
- ✓ Use an extractor fan or open a window to let steam out of the kitchen and wipe away any excess water on floors, tiling and worktops
- ✓ Shut the kitchen door
- ✓ Only boil the water you need in the kettle



### SHOWERING

- ✓ Turn on an extractor fan if you have one or open a window to allow moisture to escape
- ✓ Keep the bathroom door shut when showering
- ✓ Use a bathmat to soak up moisture and reduce condensation
- ✓ Run cold water in the bath before adding hot

# B. Repairs

## KITCHENS

We'll maintain your kitchen throughout its life, repairing wear and tear damage.

It's important that you never pour or flush any cooking oil or fats down any outlets as this can cause blockages and back surges into your property. Check your local council recycling rules for guidance on disposal in your area.

### TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                                              | Priority       | Responsibility | Notes                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------|----------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cooker Socket                                                                                       | Routine repair | ISHA           | We'll allow for normal wear and tear but you may be recharged if the damage was caused by you.                                                                                                                  |
| Cooker hood                                                                                         | Routine repair | ISHA           | If it is not freestanding.                                                                                                                                                                                      |
| Kitchen cupboards and worktops                                                                      | Routine repair | ISHA           | If a replacement is needed, we will match it like for like where possible.                                                                                                                                      |
| Plugs and chains                                                                                    |                | You            |                                                                                                                                                                                                                 |
| Kitchen sink and drainer                                                                            | Routine repair | ISHA *         |                                                                                                                                                                                                                 |
| Tiled splash backs                                                                                  | Routine repair | ISHA*          | We'll always try to match the colour and style, but where this isn't possible we'll colour match as best we can. We'll allow for normal wear and tear but you may be recharged if the damage was caused by you. |
| Blocked sink                                                                                        |                | You            | You should try to clear the blockage yourself. If you can't clear it, you can call us, but you may be charged if it has been caused by, for example, oil and fat.                                               |
| Appliances such as fridges, freezers, washing machines, dishwashers, electric or gas ovens and hobs |                | You*           | Unless owned by ISHA, or a Market Rent property when it will be either routinely repaired or replaced.<br>In an emergency we will make safe gas and electric appliances.*                                       |

\*Refer to Recharge policy.



## BATHROOMS

Your bathroom is essential to your health and wellbeing. We'll keep it in good repair and keep the hot and cold water flowing. We will assess damage to baths, basin and toilets and if it is caused by you then you will be recharged.

Blocked toilets are a real inconvenience and can lead to a mess in your home. Nappies, sanitary products and wet wipes are almost guaranteed to block your toilet, so please don't ever flush these. Please work with us to avoid this problem and issues to your home. Check your local council guidance on how best to dispose of these.

We'll repair electric showers that we've installed. This isn't classed as an emergency as, in most cases, you're able to use your hand basin until we complete the repair.



## TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                               | Priority              | Responsibility | Notes                                                                                                                                                                                                                                                |
|------------------------------------------------------|-----------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Blocked main drain, soil pipe                        | Emergency – make safe | ISHA*          | We may need a specialist to assess it with a camera and further work may be needed. If we find the blockage has been caused by items such as nappies, sanitary products and wet wipes you may be recharged.                                          |
| Blocked toilet                                       | Emergency – make safe | ISHA           | You are required to unblock your toilet(s). If you are not able to unblock we will attend. You will be recharged if the blockage has been caused by you.                                                                                             |
| Uncontainable leaking taps, cisterns, or overflows   | Emergency – make safe | ISHA           |                                                                                                                                                                                                                                                      |
| Blocked/overfill of cesspits (individual homes only) | Emergency – make safe | ISHA           | We'll attend to see if we can unblock it. We may need a specialist to assess it with a camera and further work maybe needed. If we find the blockage has been caused by items such as nappies, sanitary products and wet wipes you may be recharged. |
| Dripping taps                                        | Routine repair        | ISHA           |                                                                                                                                                                                                                                                      |
| Sealed light fittings (not a bulb)                   | Routine repair        | ISHA           |                                                                                                                                                                                                                                                      |
| Shower units (where owned by ISHA)                   | Routine repair        | ISHA           | This isn't classed as an emergency, as in most cases you're able to use your hand basin until we complete the repair.                                                                                                                                |
| Shower screens/rails (where fitted by ISHA)          | Routine repair        | ISHA           |                                                                                                                                                                                                                                                      |
| Shower curtains                                      |                       | You            |                                                                                                                                                                                                                                                      |
| Shower heads/hoses                                   |                       | You            |                                                                                                                                                                                                                                                      |
| Vinyl floor coverings                                | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Ceramic floor covering                               |                       | You            |                                                                                                                                                                                                                                                      |
| Wall tiles                                           | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Baths**                                              | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Bath panels                                          | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Shower trays (where fitted by ISHA)                  | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Wash hand basin**                                    | Routine repair        | ISHA*          |                                                                                                                                                                                                                                                      |
| Toilet**                                             | Routine repair        | ISHA*          | We may need a specialist to assess it with a camera and further work may be needed. If we find the blockage has been caused by items such as nappies, sanitary products, wet wipes or even cooking oil and fats you may be recharged.                |
| Toilet Seats                                         |                       | You            |                                                                                                                                                                                                                                                      |

\*Refer to Recharge policy.

\*\*Refer to if two or more items of sanitaryware (a category of plumbing fixtures designed for hygiene and cleanliness in domestic and commercial spaces) require replacement, we'll determine whether a full bathroom replacement is required or replacement of damaged sanitaryware only.

## DOORS AND WINDOWS

We provide you with keys to your home and windows at the beginning of your tenancy. You're responsible for additional keys, lost keys and lock changes. If a new lock is required due to age or a mechanical fault, we'll replace this for you and provide new keys. Leasehold and Shared Owners can contact [HomeOwnership@isha.co.uk](mailto:HomeOwnership@isha.co.uk) if in doubt.

Door entry systems are generally found in blocks of flats and communal entrances. They offer customers more security by controlling who has access to the flats.

To give visitors access, you can operate the main external door by pressing the door entry button in your flat. When you sign your tenancy, you'll be given a key fob and shown how the system works. If you lose your fob, we'll replace it and will recharge you for it. The communal entrance door should always be locked and never propped open. This is for health and safety and fire safety. If you notice a fault, please contact us immediately. Providing your external doors are secure, safe, and weather tight, we won't replace them.

If malicious damage has been caused to your external doors or windows, we'll require a crime reference number to replace them and we'll make them safe as an emergency repair.

Your internal doors are your responsibility, we won't adjust doors to allow for carpets or floor coverings.



## TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                             | Priority                                 | Responsibility | Notes                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------|------------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Insecure front and back door (where repair deemed uneconomical and/or impractical) | Replacement                              | ISHA*          | If damage to the door has been caused by a customer this may be rechargeable. If the damage is the result of a crime, we'll need a crime reference number at the time the damage is reported. If we're unable to repair the door we may refer the door for replacement. |
| Flat entrance fire door                                                            | Routine repair/<br>Replacement           | ISHA           | Doors are fire safety measures. Please don't install doorbells or any other equipment such as key safes on them, as their effectiveness can be compromised.                                                                                                             |
| Insecure windows, frames and fittings                                              | Emergency – make safe/<br>Routine repair | ISHA           | Only an emergency on the ground floor, or where access could be gained from scaffolding or another roof.                                                                                                                                                                |
| Windows handles and locking mechanisms                                             | Emergency – make safe/<br>Routine repair | ISHA           | Only an emergency on the ground floor, or where access could be gained from scaffolding or another roof.                                                                                                                                                                |
| Lost door keys and locks                                                           | Emergency – make safe                    | ISHA*          |                                                                                                                                                                                                                                                                         |
| Window Restrictors                                                                 | Emergency – Make safe/<br>Routine repair | ISHA           | All windows above ground floor.                                                                                                                                                                                                                                         |
| Doors inside your home                                                             |                                          | You            | We won't adjust doors to allow for carpets or floor coverings.                                                                                                                                                                                                          |
| Doors handles inside your home                                                     |                                          | You            | All internal door handles are your responsibility.                                                                                                                                                                                                                      |
| Fire doors inside your home                                                        | Routine repair/<br>Replacement           | ISHA*          | Kitchen fire doors (flats only).                                                                                                                                                                                                                                        |
| Glass in windows (glazing)                                                         | Emergency – make safe                    | ISHA*          | This is only an emergency if both panes in double glazed windows are broken - if one is still intact the property is secure. If the damage is the result of a crime, we'll need a crime reference number at the time the damage is reported.                            |
| Misted glass in windows (glazing)                                                  | Routine repair                           | ISHA           |                                                                                                                                                                                                                                                                         |
| Glass doors and screens within your home                                           |                                          | You            |                                                                                                                                                                                                                                                                         |
| External door ironmongery                                                          | Routine repair                           | ISHA           | Only if vandalised.                                                                                                                                                                                                                                                     |
| Communal letterbox                                                                 | Routine repair                           | ISHA           | Only if vandalised.                                                                                                                                                                                                                                                     |
| Communal letterboxes – lost keys                                                   |                                          | You            | With exception of new tenancies you will be recharged for lost keys.                                                                                                                                                                                                    |
| Door bells                                                                         |                                          | You            |                                                                                                                                                                                                                                                                         |

\*Refer to Recharge policy.

## ELECTRICAL

If there's a total loss of power in your home, please check it's not a power cut or the fault of your electricity supplier. If you use a key meter, remember to check that you've got enough credit on it.

If none of your plug sockets work but other circuits are still working, it may be because one of your appliances has tripped the switch. Please check your appliances before calling us. If the issue has been caused by a faulty appliance, we'll charge you for the repair.

You're expected to change your light bulbs and strip lights. We'll help to fix fully enclosed (sealed) bathroom light fittings.

We have a service available for customers in our sheltered schemes who need some help changing light bulbs.



## TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                                | Priority                               | Responsibility | Notes                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------|----------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Total loss of power supply or total loss of lighting circuits                         | Emergency - make safe                  | ISHA           | If there's a power cut or other supply issue please contact your supplier. If we attend and the loss of power is due to a faulty appliance or lack of funds on your meter we may recharge you for the visit.  |
| Unsafe electrical fittings or wiring                                                  | Emergency - make safe                  | ISHA           | Turn off at the mains where safe to do so.                                                                                                                                                                    |
| Broken or damaged sockets and light switches                                          | Emergency - make safe                  | ISHA           | We'll cover normal wear and tear, but we may recharge you if the damage is caused by you, your household or your visitors.                                                                                    |
| Main switches, fuses and circuit breakers                                             | Routine repair                         | ISHA           | If there's a power cut or other supply issue please contact your supplier. If we attend and the loss of power is due to a faulty appliance or lack of funds on your meter we may recharge you for the visit.  |
| Home security alarms                                                                  |                                        | You            |                                                                                                                                                                                                               |
| Lifeline Systems                                                                      | Emergency - make safe                  | ISHA           |                                                                                                                                                                                                               |
| Lifeline Systems                                                                      | Routine repair                         | ISHA           |                                                                                                                                                                                                               |
| Extractor fans (owned by ISHA)                                                        | Routine repair                         | ISHA           |                                                                                                                                                                                                               |
| Extractor fans (regular cleaning)                                                     |                                        | You            | This includes cleaning the filters. Please contact Repairs for advice.                                                                                                                                        |
| Extractor fan filter replacement                                                      |                                        | ISHA           |                                                                                                                                                                                                               |
| Extractor fan filter change                                                           |                                        | ISHA           | If the filter needs to be changed we will do this for you.                                                                                                                                                    |
| External lights (owned by ISHA)                                                       | Emergency - make safe / Routine repair | ISHA           | We'll make safe external lights owned by ISHA that illuminate entrances, exits, stairs, or pathways and we'll follow this with a routine repair.                                                              |
| Spotlights                                                                            |                                        | You*           |                                                                                                                                                                                                               |
| Light bulbs, spotlights, fluorescent tubes                                            |                                        | You            | We'll replace a fully sealed unit.                                                                                                                                                                            |
| Smoke and Carbon Monoxide detectors                                                   | Emergency - make safe / Routine repair | ISHA           | If a Carbon Monoxide alarm is sounding please exit the property and call Cadent on <b>0800 389 8000</b> . If a smoke alarm is sounding, please exit the property and call London Fire Brigade on <b>999</b> . |
| Smoke and Carbon Monoxide detectors – weekly testing                                  |                                        | You            |                                                                                                                                                                                                               |
| Appliances such as fridges, freezers, washing machines, dishwashers, cookers and hobs |                                        | You            | Unless owned by ISHA.                                                                                                                                                                                         |
| <b>Market rent properties only</b>                                                    |                                        |                |                                                                                                                                                                                                               |
| Dishwasher, fridge freezer, washing machine & fittings                                | Repair/ Replacement                    | ISHA           |                                                                                                                                                                                                               |

\*Refer to Recharge policy.

## GAS, HEATING AND HOT WATER

We're required by law to complete a gas safety check on your gas appliances every year.

This must be done in all circumstances where you have a gas supply.

It's your responsibility to allow one of our fully qualified and registered gas safe engineers access to your home to carry out this service when we request it.

We'll book an appointment with you eight weeks before your annual gas safety certificate runs out via text or letter.

If we find that a repair is required during your gas safety check, we'll inform you and work to repair it as quickly as possible. Visit our [gas safety page](#) for more information.

If your heating system stops working, 1 October and 31 March we will treat this as an emergency and we'll attend within four hours to attempt to repair it. If we need parts to fix it, it's likely that a follow up visit will be needed. We'll provide you with a portable fan heater if you need one whilst the work is completed, and a contribution towards the running cost of this heater will be made.

Heating breakdowns between 1 April and 30 September are not considered an emergency unless you're a vulnerable resident. Please read our [vulnerability policy](#).

If the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below over seven consecutive days, this will be deemed an emergency. What we do will be in line with the government cold weather guidance.

We'll aim to restore your hot water within five days, but if parts are required it may take longer. Not having hot water isn't treated as an emergency unless you or members of your family are considered vulnerable, disabled or have an illness which would be made worse by not having hot water.

If you have a leak, turn off the water supply by your stopcock, these are usually located under your kitchen sink. If you have water coming through your electrics, you'll also need to turn off your electric supply which can usually be found either under the stairs or the cupboard near the front door. Try to soak up any water with old towels.

### BOILERS

When reporting a fault please provide the code. Fault codes vary from boiler to boiler. If you have an Ideal Logic boiler the table opposite shows the common fault codes in a little more detail if you have an error showing on the screen.

### IDEAL LOGIC BOILER FAULT CODES

| Fault Code            | Issue                                                       |
|-----------------------|-------------------------------------------------------------|
| <b>L1</b>             | Flow temperature overheat lockout or no water flow lockout  |
| <b>L2</b>             | Ignition lockout                                            |
| <b>LC</b>             | 5 restarts within 15 minutes                                |
| <b>L6</b>             | False flame lockout                                         |
| <b>FA</b>             | Flow return reversed                                        |
| <b>FD</b>             | No water flow                                               |
| <b>F2 or FN or LN</b> | Flame loss                                                  |
| <b>F3</b>             | Fan fault                                                   |
| <b>L4 or F4</b>       | Control/no flow thermistor fault                            |
| <b>L5 or F5</b>       | Return thermistor fault                                     |
| <b>F6</b>             | Outside sensor fault                                        |
| <b>F7</b>             | Low main voltage. Contact electricity provider              |
| <b>F9, L9, F8, L8</b> | Printed circuit board (PCB) unconfigured or fault           |
| <b>FU</b>             | Difference greater than 50c check isolation valves are open |

## TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                                            | Priority                                                 | Responsibility | Notes                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gas systems (inc. boilers)                                                                        | Emergency – make safe/<br>Routine repair                 | ISHA           | Heating issues are only considered an emergency between 1 October and 31 March and/or if you're a vulnerable customer. We'll provide you with a portable fan heater if you need one whilst the work is completed and a contribution towards the running cost of this heater. When we attend, we'll aim to restore your hot water within five days but it may take longer if parts are required. |
| Gas or electric boilers                                                                           | Replacement                                              | ISHA           |                                                                                                                                                                                                                                                                                                                                                                                                 |
| Immersion heaters or hot water cylinders                                                          | Emergency – make safe/<br>Routine repair                 | ISHA           | When we attend, we'll aim to restore your hot water within five days but it may take longer if parts are required.                                                                                                                                                                                                                                                                              |
| Leak from hot water cylinder                                                                      | Emergency – make safe/<br>Routine repair                 | ISHA           | Where possible, please turn off your water supply at the stopcock and place a bucket or other container under the cylinder to contain the leak.                                                                                                                                                                                                                                                 |
| Immersion heaters or hot water cylinders                                                          | Replacement                                              | ISHA           |                                                                                                                                                                                                                                                                                                                                                                                                 |
| Radiators and pipework                                                                            | Emergency – make safe/<br>Routine repair                 | ISHA           | Heating issues are only considered an emergency between 1 October and 31 March and/or if you're a vulnerable customer. We only consider this an emergency where three or more radiators are not working or where the leak can't be contained. If radiators are leaking please contain it as best possible with shallow containers or old towels.                                                |
| Radiators and pipework                                                                            | New installation (where none existing or increased size) | ISHA           | Heating issues are only considered an emergency between 1 October and 31 March and/or if you're a vulnerable customer. We only consider this an emergency where three or more radiators are not working or where the leak can't be contained. If radiators are leaking please contain it as best possible with shallow containers or old towels.                                                |
| Thermostat                                                                                        | Emergency – make safe/<br>Routine repair                 | ISHA           | Heating issues are only considered an emergency between 1 October and 31 March and/or if you're a vulnerable customer. Most issues can be resolved by turning the thermostat right down, and then right up to the maximum. You also need to check that the valves on your radiators are open and that there's credit on your meter.                                                             |
| Any hot water or heating systems you have fitted yourself (eg showers, electric towel rails, etc) |                                                          | You            |                                                                                                                                                                                                                                                                                                                                                                                                 |

## THERMOSTATS

The majority of our properties have Honeywell T3 controllers.



You can [watch a video on how to use your controller here](#).

There are other useful video guides to your heating and hot water on the [repairs section](#) of our website.

## LEAKS AND PLUMBING

If you have a water leak in your home, try to stop or contain it before it causes any damage. Turn off your water supply at the stopcock, which is usually located under your kitchen sink. Don't touch any electrical equipment that may have been exposed to water. Turn off your electrical supply at the mains, if it's safe to do so. If you live in a block of flats and you think that a leak from your home may be dripping into another property beneath you, please try to let your neighbour know about the problem as soon as possible to help minimise any damage.

Please keep drains clear by making sure you don't put anything down them that may cause a blockage. If we need to come and clear a blockage, you'll also be charged. Please work with us to avoid this problem and a recharge.

Where you are attempting to clear you should not use any form of acid un-blocker or caustic soda, if unsuccessful and an engineer is needed they will be unable to work on these facilities/pipeworks for 48 hours after as there is a serious risk of burns.

## HINTS AND TIPS TO KEEP YOUR DRAINS HEALTHY

- Use a drain strainer and empty the captured waste into a bin
- Avoid disposing of cooking grease in the kitchen sink
- Pour hot water down the kitchen drains when cleaning sinks and baths to flush away any residue from soaps, detergents and grease build up.
- Never flush non-toilet paper products
- Regularly check drain gulley and remove leaves and waste that may accumulate.



TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                | Priority                                   | Responsibility | Notes                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------|--------------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gutters and down pipes (broken or blocked)            | Routine repair                             | ISHA           |                                                                                                                                                                                                                                                                                                             |
| Main drains                                           | Routine repair/<br>Emergency — make safe   | ISHA           | Keep drains clear by making sure you don't put anything down them that may cause a blockage. If we need to come and clear a blockage, you may be charged.                                                                                                                                                   |
| Main drains                                           | Specialist and/or extensive works          | ISHA           | Keep drains clear by making sure you don't put anything down them that may cause a blockage. We may need a specialist to assess with a camera, and further work may be needed. If we find the blockage has been caused by items such as nappies, sanitary products, oils or wet wipes you may be recharged. |
| Blocked/overflow septic tanks (individual homes only) | Routine repair/<br>Emergency — make safe   | ISHA           |                                                                                                                                                                                                                                                                                                             |
| Pipes inside your home                                | Emergency — make safe/<br>Routine repair   | ISHA           | Turn water off at the stopcock where possible. If your electrics are exposed to water turn the electric supply off at the mains if safe to do so. Let neighbours know if a leak is likely to affect them too.                                                                                               |
| Dripping or leaking taps                              | Routine repair                             | ISHA           | Dripping taps are always containable.<br>Consider collecting the water in a jug and reusing it.                                                                                                                                                                                                             |
| Blocked wash hand basin, sink, shower or bath         |                                            | ISHA           | You should try to clear the blockage yourself. If we need to come and clear a blockage, you may be recharged if this has been caused by items being put down the drain.                                                                                                                                     |
| Blocked/overflow of cesspits (individual homes only)  | Routine repair/<br>Emergency — make safe   | ISHA           |                                                                                                                                                                                                                                                                                                             |
| Loss of mains water supply                            | Emergency/<br>major repair/<br>replacement | ISHA           | Please check with your water supplier if there is a fault or burst water main in your area.                                                                                                                                                                                                                 |

## EXTERNAL AREAS

If your fence or wall is dangerous, we'll treat this as an emergency and make it safe at our first visit. We'll check the tenancy agreement for your home to see if the fence/wall is our responsibility before we carry out any repair.

We'll repair uneven and dangerous paths and steps which form access routes in and around your home, in an emergency, we'll make safe.

If you have an outhouse or outbuilding that is part of the original structure, we'll repair it. We won't repair or replace any type of timber shed, but will remove it if it's a health and safety risk.



## TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                                              | Priority                                             | Responsibility                    |
|-----------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------|
| Fences, gates or walls on boundaries of private gardens with public space (eg pavements, alleyways) | Emergency – make safe/Routine repair (like for like) | ISHA                              |
| Fences, gates or walls on boundaries of private gardens between neighbouring homes                  | Routine repair                                       | Please refer to tenancy agreement |
| Footpaths in gardens (installed by ISHA)                                                            | Emergency – make safe/Routine repair                 | ISHA                              |
| Brick built sheds and outhouses (inc. ironmongery)                                                  | Routine repair                                       | ISHA                              |
| Timber sheds (inc. ironmongery)                                                                     |                                                      | You                               |
| Garages                                                                                             | Emergency – make safe/Routine repair                 | ISHA                              |
| Outside water taps (inc pipework) and water butts                                                   |                                                      | You                               |
| Washing lines and rotary driers                                                                     |                                                      | You                               |
| Grass, flower beds, shrubs and trees (excluding communal gardens)                                   |                                                      | You                               |
| Line markings (via environmental improvements)                                                      | Routine repair                                       | ISHA                              |
| Blocked/overflow of cesspits (communal/shared only)                                                 | Emergency – make safe/Routine repair                 | ISHA                              |
| Blocked/overflow septic tanks (communal/shared only)                                                | Emergency – make safe/Routine repair                 | ISHA                              |

## COMMUNAL GARDENS

Communal gardens and estates are maintained by our environmental team who make sure estates remain clean and tidy throughout the year. The table below shows our annual grounds maintenance schedule.

Please be aware in certain circumstances like prolonged wet weather the timings and frequency of our visits might be affected.

### TABLE OF RESPONSIBILITIES AND ACTION

| What we'll carry out                          | Visits                                                           | Timing                  |
|-----------------------------------------------|------------------------------------------------------------------|-------------------------|
| Grass mowing and edge trimming                | 16 visits per year                                               | Summer                  |
| Weed control - hard surfaces                  | 3 x per year                                                     | April - September       |
| Weed control - shrub and hedge beds           | 4 x per year                                                     | All year round          |
| Litter and leaf collections across the estate | On each visit<br>(16 per year for litter and 6 for leaf removal) | All year round          |
| Shrub and hedge pruning                       | 6 x per year                                                     | 4 x Summer / 2 x Winter |
| Weed control - hard surfaces                  | 4 visits per year                                                | All year round          |
| Weed control - shrub and hedge beds           | We leave 25 working days between each visit                      | October - March         |
| Shrub and hedge pruning                       | As above                                                         |                         |

## AERIALS

We provide digital TV connections from a TV outlet in your living room.

### TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                        | Priority       | Responsibility |
|-------------------------------------------------------------------------------|----------------|----------------|
| Communal aerials and dishes                                                   | Routine repair | ISHA           |
| Aerials, satellite dishes or broadband connections from a provider you choose |                | You            |

## BUILDING STRUCTURE

If you experience a roof leak, please try to contain the leak by collecting water in a bucket and placing old towels on the floor. Move beds, furniture, and electrical goods away from the area. We'll attend major leaks within four hours, but this is a 'make safe' service only. If scaffolding is required, this may take up to 28 calendar days. Please be aware health and safety restrictions mean we cannot work on roofs during periods of rain, severe wind, snow or when it's dark.

We don't carry out repairs to floor coverings you've had fitted or fitted yourself. You're responsible for removing and replacing floor coverings when needed so we can carry out repairs. Please contact us if you need an asbestos check carried out before you want to carry out any intrusive work. You'll also be responsible for repairing any damage to internal decorations which may be caused by you removing floor coverings (eg, to skirting boards).

### TABLE OF RESPONSIBILITIES AND ACTION

| Repair                                                                    | Priority                                                        | Responsibility | Notes                                                                                                                                                                                                              |
|---------------------------------------------------------------------------|-----------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Roofs and chimneys                                                        | Emergency – make safe/<br>Routine repair                        | ISHA           | For health and safety reasons we can't work on roofs during periods of rain, severe wind, snow or when it's dark. Try to contain a leak with buckets/towels and move furnishings/ electrical items out of the way. |
| Roof coverings (including roofline)                                       | Replacement                                                     | ISHA           |                                                                                                                                                                                                                    |
| Soffits and fascias                                                       | Emergency – make safe/<br>Routine repair                        | ISHA           | For health and safety reasons we can't work on roofs during periods of rain, severe wind, snow or when it's dark.                                                                                                  |
| Soffits and fascias (following asbestos removal)                          | External redecorations                                          | ISHA           |                                                                                                                                                                                                                    |
| Ceilings                                                                  | Emergency – make safe/<br>Routine repair                        | ISHA           |                                                                                                                                                                                                                    |
| Ceilings (partial/full collapse)                                          | Replacement                                                     | ISHA           |                                                                                                                                                                                                                    |
| Customers' own floors finish                                              |                                                                 | You            | We don't carry out repairs to floor coverings you've had fitted or fitted yourself. You're responsible for removing and replacing floor coverings when needed so we can carry out repairs.                         |
| Stairs and steps to entrances and stairs within your home                 | Routine – make safe                                             | ISHA           |                                                                                                                                                                                                                    |
| Handrails, grab rails and stair banister (existing)                       | Routine – full repair                                           | ISHA           |                                                                                                                                                                                                                    |
| Handrails, ramps, grab rails and stair banister                           | Installation                                                    | ISHA           | Occupational therapist recommendations only.                                                                                                                                                                       |
| Partial loft insulation following minor leak (2 x rolls max.)             | Routine – full repair                                           | ISHA           |                                                                                                                                                                                                                    |
| Full loft replacement                                                     | Installation                                                    | ISHA           | Where missing or under 300ml to be added to the upgrade programme.                                                                                                                                                 |
| Home lifting equipment (eg stairlift, through floor lift, changing table) | Emergency - make safe;<br>Routine – full repair/<br>replacement | ISHA           | If the lift's under warranty, we'll refer works to the installer.                                                                                                                                                  |

**TABLE OF RESPONSIBILITIES AND ACTION** *(continued)*

| Repair                                                                                       | Priority                                                     | Responsibility | Notes                                                                                                                                                |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mechanical and electrical equipment – communal areas (eg dry risers, AOVs, fire alarms, etc) | Emergency - make safe;<br>Routine – full repair/ replacement | ISHA           |                                                                                                                                                      |
| Communal passenger lifts                                                                     | Emergency - make safe;<br>Routine – full repair/ replacement | ISHA           | If the lift is under warranty, we'll refer works to the installer.                                                                                   |
| Communal areas - balconies, bin sheds, intake cupboards, lobbies, corridors, stairwells, etc | Routine repair                                               | ISHA           | If damage in communal areas is proven to be caused by a tenant, we may recharge for the work.                                                        |
| Structural repairs to walls inside your home                                                 | Routine repair                                               | ISHA           |                                                                                                                                                      |
| Minor cracks and/or small holes to plasterwork inside your home                              |                                                              | You            | If a pound coin can fit inside the crack on its end, we may need to attend. If the damage has been caused by a tenant, we may recharge for the work. |
| Decorations inside your home                                                                 |                                                              | You            | You're responsible for repairing any damage to internal decorations which may be caused by removing floor coverings (eg to skirting boards).         |
| Inspection chamber covers (manhole covers) if damaged or missing                             | Emergency – make safe                                        | ISHA           |                                                                                                                                                      |
| Pebble dash/render                                                                           | Inspection/ repair                                           | ISHA           | A surveyor would attend to ascertain course of action.                                                                                               |
| Pebble dash/render                                                                           |                                                              | ISHA           | Where there is no risk to the property and it is aesthetic only – we will include on seven-year cyclical programme.                                  |



## PEST CONTROL

It's your responsibility to keep your home free from pests, but we'll remove pests from communal areas, and block any access holes.

Please refer to our website at [isha.co.uk](https://isha.co.uk) for more information or contact [RepairsAndMaintenance@isha.co.uk](mailto:RepairsAndMaintenance@isha.co.uk).



## Report it to our Repairs and Maintenance team:



0300 131 7300



[RepairsAndMaintenance@isha.co.uk](mailto:RepairsAndMaintenance@isha.co.uk)



Visit our office at:  
102 Blackstock Road, London N4 2DR  
Please check the website for opening times.

**isha**  
Islington & Shoreditch  
Housing Association