

Responsibility for Repairs (A – Z)  
 What repairs do we do?

The following is a list of our responsibilities and your responsibilities. It is quite a long list - it is in alphabetic order to help find things. If you are still unsure or have any queries, contact a Customer Service Officer.



Repair	SHA Responsibility	Priority	Tenant's Responsibility	Comments
Aerials (see TV)				
Appliances, Servicing	We are responsible for servicing appliances we have installed (e.g. central heating systems) & communal equipment (e.g. lifts)	Heating & hot water 24 hrs	You are responsible for ensuring that service engineers contracted by SHA are able to gain access to your home, and for having your own appliances serviced.	
Baths	We are responsible for repair & maintenance of baths, basins, sinks & showers.	Repair & replacement of sanitary ware 28 days (except if leaking sewerage, then 24hrs)	You are responsible for minor items (e.g., plugs & tap washers) and for unblocking baths & sinks.	Tenants may be provided with the number of a contractor from the approved list for works that come under their responsibility.
Boiler (see Heating)				
Cable TV			Tenants responsibility	
Central heating (see Heating)				
Chimneys	We are responsible for repair and maintenance of chimneys, chimney- stacks & flues.	Refixing of chimney pots or cowl 28 days (unless insecure & considered a potential hazard to the public – 24hrs)		

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Clothes lines/dryers	We are responsible for communal dryers.	Repair of communal dryer 28days	You are responsible for your own washing line or dryer.	
Condensation			You are responsible	<i>Property needs to be heated &amp; ventilated.</i>
Cooker hoods	We will repair electrical faults	28 days	You must clean the cooker hood and replace the filter regularly. You are responsible for changing the bulb.	<i>If there was a cooker in the property when you moved in, it has been gifted by Soho Housing Association or left by the previous resident. It will not be maintained or replaced by us.</i>
Doors & windows  <i>See also : Glass</i>	We are responsible for external doors & windows  door & window furniture fitted at the start of the tenancy.	Repair of damage causing security risk 24hrs. Other repairs 28 days.	If you damage the door or window or alter them ( <i>e.g. Fit new locks</i> ), you are responsible & liable for recharging. Broken glass is normally your responsibility ( <i>unless you have a crime number from the Police.</i> )	
Door bell			You are responsible for the repair	
Drains & drainpipes	We are responsible for repair & maintenance.	Repair of damage causing serious sewage leak 24hrs. Other leaks or blockages 5 days.	If you are responsible for causing the blockage you will be recharged for the cost of the works plus V.A.T.	

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Draught exclusion			You are responsible.	
Dustbins	We are responsible for bulk refuse storage for tenants living in blocks of flats.		You are responsible for your own private dustbin/refuse storage area.	<i>Bulk refuse will be charged to service charge accounts.</i>
Electricity & electrical appliances <i>See also Heating, Water</i>	We are responsible for wiring, sockets, switches, & for any appliances supplied by us.	Total loss of power (other than mains power failure) 24hrs  Partial loss of power 5 days  Defective fittings 5 days	You are responsible for supplying & changing fuses & your own electrical appliances.  Your local electricity company is responsible for mains supply. If there is a mains power failure, contact them directly.	
Fans  Fire alarms/ fire fighting equipment <i>(also smoke alarms)</i>	We are responsible for fixed intake & extractor fans.  We are responsible for those we have installed.	Repair of extractor fans 5 days  Defective fire alarms or fire fighting equipment 24hrs	You are responsible for cleaning your own extractor fans. You are responsible for your own smoke alarms, extinguishers, etc.	<i>You must change the batteries yourself.</i>
Fires see Heating				
Flooding see Water				

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Floors	We are responsible for repair & maintenance of floors, including floor coverings to solid ground floors, kitchens & bathrooms.	Repairs or replacement of finishes to solid floors 28 days	You are responsible for your own carpets & floor coverings.	
Flues see Chimneys				
Fuses see Electricity				
Gardens	We are responsible for maintenance of communal gardens.		You are responsible for your own private garden.	<i>See your Tenancy Agreement for details</i>
Gas fittings & appliances	We are responsible for maintenance of those we have supplied.		You are responsible for your own gas appliances.	
Gas supply				Transco are responsible for mains supply and should be contacted if there is a Gas leak. <i>Contact us for follow on works.</i>
Gates	We are responsible for communal gates.		You are responsible for mending your own private gate.	
Glass	we are responsible for glass in communal areas.		You are responsible for replacing broken glass in windows, partitions, doors, etc, in your own home.	

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Gutters/ downpipes	We are responsible.	Repair or unblocking 28 days		<i>If you have caused a blockage you will be charged for clearing it.</i>
Heating	We are responsible for central heating systems, heaters & water heaters we have supplied.	<p>Repair of heating system breakdown in winter, when there is an elderly or disabled person, young child, or person with special needs in the household 24hrs</p> <p>Repair of hot water system breakdown 5 days</p> <p>Repair of heating system breakdown 5 days.</p>	You are responsible for your own heaters.	
Intercom	We are responsible for repair & maintenance of the intercom system.	General repair Priority 2-5 days		
Joinery	We are responsible for repair & maintenance of internal joinery	General repair Priority 3-28 days		
Keys see Locks				

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Kitchen units	We are responsible for units that we have installed.	Priority 3-28 days	You are responsible for the units if you damage them or fail to look after them i.e. fail to clean them thus contribute to early deterioration of the units.	
Lifts	We are responsible	Lift breakdown 5 days*		
Lighting	We are responsible for the lighting in common areas (e.g., halls & staircases in blocks of flats) and for internal fittings that we supplied	Loss of lighting in communal areas 24hrs	You are responsible for supplying & replacing light bulbs (including starters for fluorescent strips) in your own home.	
Locks & keys	We are responsible for locks that we have supplied.	Repair or damage causing security risk 24hrs. Tenants locking themselves out will not be treated as an emergency by and will be recharged.	You are responsible for changing the lock if you lose your keys or lock yourself out, & for any new or additional locks that you provide yourself.	<i>Locks damaged in break in require crime reference number.</i>

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Manholes	We are responsible	Make safe/ temporary cover 24hrs.  Replacement of missing cover 5days		
Partitions <i>see Walls</i>				
Pest control			You are responsible but we will arrange treatment if a whole building is affected.	<i>Pest control is charged to service charges.</i>
Plasterwork	We are responsible	Repair of damaged plasterwork 28days		
Plumbing <i>see Pipes, Toilets</i>				
Pipes	We are responsible for repair & maintenance.	Repair of burst water pipes 24hrs  Repair of leaking drain pipes 5days  Other repairs 28days	You are responsible for unblocking waste pipes or drain pipes if you cause the blockage.	
Radiators  <i>See also heating</i>	We are responsible for repair and maintenance of central heating radiators supplied by us.		You are responsible for bleeding radiators.	

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Roofs	We are responsible	Patch repairs to leaks 5days  Refixing/renewal of tiles, slates or flashing 28days		<i>Never go onto the roof for reasons of safety.</i>
Security see locks				
Servicing appliances see Appliances				
Sewers see Drains				
Showers see Baths			You are responsible for showers you have installed yourself.	
Sinks see Baths				
Taps	We will repair or replace defective taps.		You are responsible for supplying & renewing tap washers.	

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Toilets	We are responsible for toilets and flushing systems.	Repair of blocked toilet If it is the only toilet in the property 24hrs. If there is a second toilet 5days. Repair of defective ball valve to cistern 5days. Repair of defective WC cone joint 5days. Other repair/replace ment 28days	You are responsible for any blockage you cause.  You are responsible for toilet seats.	
TV	We are responsible for communal aerials	Repair of TV aerials 5days	You are responsible for your own aerial	<i>You are responsible for your own TV license</i>
Walls, partitions <i>See also glass</i>	We are responsible for external walls, internal walls and partitions.			
Washing Machines			You are responsible for your own machine, all associated plumbing and any floods it causes.	

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Water supply	We are responsible for partial loss of water supply (e.g., no water from any tap except kitchen)	Partial loss of water supply 5days	Thames Water is responsible for mains water supply. If the supply is cut off completely you should contact them directly.	
Water	We are responsible for water pipes, tanks and water heaters it has supplied.	Water penetration 24hrs Defective ball valve in water tank 5days Breakdown of hot water supply 5days Breakdown of hot water supply 5days	You are responsible for any damage caused by misuse of water systems or appliances (including damage to neighbors property).	All tenants are strongly recommended to have home content insurance. SHA will not be responsible for floor coverings or furnishings
Waste pipes <i>see Drains</i>				
Windows <i>see Doors</i>				
Wiring <i>see Electricity</i>				
Woodwork <i>see Joinery</i>				