

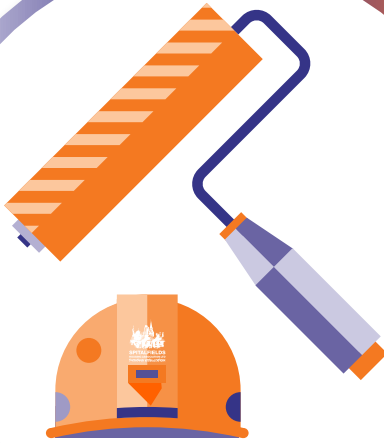


SPITALFIELDS

HOUSING ASSOCIATION LTD

স্পিটালফিল্ডস হাউজিং এসোসিয়েশন লি:

RECHARGEABLE REPAIRS & TENANT'S RESPONSIBILITY



IMPROVING THE QUALITY
OF LIFE FOR OUR RESIDENTS



List of repairs which are categorised as 'Tenant's responsibility' are as follows:

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- Internal doors
(excluding bathroom, W.C. and kitchen doors)
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- Draught excluders to doors and windows
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- External door furniture-hinges, weatherboard, letter plate, spy-hole, lock changes due to lost keys (the association may consider replacement of these items if the problem is caused by fair wear and tear)
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- W.C. seats, hinges, chains, plugs.
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- Garden gates (unless the defect is caused by fair wear and tear, washing clothes lines / poles & garden paths)
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- Blocked kitchen sinks, WC's wash hand basins and baths (unless the problem is caused by a problem with the main drain or tenant mis-use, in which case, the matter will be referred to the Water Company concerned or consideration of re-charge following an investigation)
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- Oiling internal door locks
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- Oiling door and window hinges
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- Changing fuses
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- Changing light bulbs
-
- Changing batteries for doorbells
-
- Cleaning extractor fans for kitchen, bathroom and kitchen cooker hood
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- Changing cooker hood filters
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- Adjusting internal doors after carpet laying
-
- Bleeding radiators
-
- Cleaning windows
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- Internal redecorations
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- Making good, follow up works to damage caused by tenant
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- Repair/replacement of internal door hinges
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- Repair/replacement of kitchen vinyl floor (unless the problem is due to fair wear and tear)
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- Repair/replacement of toilet rolls holders
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- Repair/replacement of window curtain rails
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- Repair/replacement of towel rails
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- Shower curtains
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Most repairs to your home will be carried out by SHA, however, sometimes we will ask you to pay for the repair

When you report a repair, SHA will need to identify whether the repair is the association's responsibility or the tenant's responsibility.

All repairs that SHA will carry out without charge (because it is our legal responsibility to do so) are listed in the tenant's handbook, repairs include:

- The structure and exterior of your home e.g the roof, the external doors, the drains and gutters
- Common parts e.g lighting and lifts
- Installations e.g plumbing, electrical supply and heating systems (if we installed them)
- Fixtures e.g kitchen cupboards and work tops and fitted wardrobes

N.B. an inspection may be carried out by SHA or contractor to establish the cause of any damages. Any damages found to have been caused by you or someone in your home will be rechargeable. We expect our residents to carry out some minor repairs to their home, and supply their own fittings such as curtain rails and towel rails. The full list of responsibilities can be found in the tenant's handbook.



Examples of repair we would expect you to do:

- Unblock your sinks and basins
- Bleeding radiators
- Changing cooker hood filters
- Internal doors repair
- Replacing toilet seats
- Repair of garden gates and furniture

If you need a repair that is your responsibility you can either

- Fix it yourself
- Arrange a private contractor to do the work for you
- Request that SHA does the repair on your behalf

The following procedure will be followed if you would like us to organise the repair:

- We will do an inspection of the damage/disrepair
- We will send you a quote of the cost of the works
- We will book a repair order once we have received payment in full, or a payment plan has been agreed with an upfront payment of a deposit
- On completion of the works we will carry out a post inspection
- You will pay the balance in full or by instalment as previously agreed

Please note: If the agreement plan has not been adhered to, SHA will exhaust alternative methods of recovering costs, this may include legal steps.

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