

# Repairs checklist

To report a repair, call our Customer Services team on **01785 312000**  
or email **enquiries@ssha.co.uk**



	Repair	Our responsibility	Your responsibility	Chargeable service available
	Lighting in communal entrance or landing	✓		
	Blocked guttering	Cleared as part of the MOT programme		
	Window won't close or open	✓		
	Broken shower (which we fitted)	✓		
	Leaking roof	✓		
	Loss of power	✓		
	Problem with your hot water or heating	✓		
	Decorating the outside of your home	Completed as part of the MOT programme		
	Repair tap or kitchen unit	✓		
	Misted glass in windows	Replaced as part of the MOT programme		
	Blocked sink or toilet, replacement toilet seat		✓	✓
	Condensation		✓ We can offer advice to reduce	
	Lost key		✓	
	New bulb for lighting inside your home or for your security lighting		✓	✓
	Broken/smashed window		✓ We will make safe only	
	Fixtures and fittings (e.g. curtain rails)		✓	
	Minor crack in the plaster inside your home		✓	
	Pest control (e.g. bees, wasps or squirrels)		✓	
	Replacing a blown fuse		✓	
	Damaged electrical socket (except fair wear and tear)		✓	✓
	Decorating the inside of your home		✓	

We aim to complete repairs which are our responsibility within our repair timescale targets.  
Please visit our website **www.ssha.co.uk** to find out more.

**Better homes. More homes. Help us make your rent go further.**

