























# 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               |
|--|--|----------------------------------|----------------------------------|
|  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, bath, shower or toilet                                 |  | ✓ We can offer advice to unblock | ✓ If blockage caused by customer |
|  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)                | ✓                                      |                                  | ✓ If damage caused by customer   |
|  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.**

