

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.

