

Repairs

This factsheet explains which repairs are the council's responsibility and how you can report them. It also summarises the repairs which leaseholders are responsible for.

You should contact Housing Direct to report any repairs required to communal areas or services. This includes repairs or problems with the structure and the communal or shared parts of your building or the estate. Repairs for communal or shared services such as lifts and door-entry systems, or central heating or hot water systems where you do not have your own independent system, should also be reported.

Housing Direct

Freephone: 0800 694 3344

Lines are open Monday to Friday 8am to 8pm and on Saturdays 8am to 12 noon.

There are free phones you can use to call Housing Direct in the area housing offices during their opening hours.

Outside these hours, you can report emergency repairs by phoning 0800 694 3344

You should also contact Housing Direct or report online if you have a problem which you think may be affecting the structure of your property, for example, signs of water penetration, any signs of damp, or any cracks in the structure of your property etc. You can explain the problem to Housing Direct who will make an appointment for a surveyor to come to your property if this is necessary.

Preview of communal repairs for leaseholders

We are able to provide you with a list of repairs to the block/estate that have been carried out during the last financial year, before you are sent your invoice in September. By asking for a list of repairs before we issue your invoice, we can investigate and resolve any queries you may have about the repairs prior to receiving your bill.

Once your invoice has been issued, we will send you a finalised repair list.

For information about repairs to your estate and block, please contact your Leasehold Officer on 020 7527 7715. If you wish to request a preview of the repairs, please email us at homeownership@islington.gov.uk.



Repairs responsibilities

Your lease will set out exactly what you are responsible for repairing and maintaining, and what we are responsible for. The following is a general guide:

Type of repair		Our responsibility	Your responsibility
Carpentry inside your flat	Doors inside your property		Yes
	Skirting boards		Yes
	Picture rails		Yes
	Kitchen units		Yes
	Cupboards		Yes
Central heating	Communal system	Yes	
	Your own system including water heaters, immersions heater and fires		Yes
Chimneys	Sweeping		Yes
Decorating communal areas	Repairing and redecorating inside walls and ceilings	Yes	
	Repairing and redecorating outside walls	Yes	
	Outside door and window frames	Yes	
Decorations inside your flat	Redecorating, including walls, ceilings, doors, woodwork, metalwork, papering walls and ceilings		Yes
Doors in communal areas	Repairing or replacing	Yes	
Doors: front or rear entrance doors to your own home	Door, door frames, hinges locks and so on		Yes
Dry risers (to provide water to the fire service if there is a fire)	Repairing	Yes	
Communal electrics	Repairing the fittings	Yes	
	Rewiring	Yes	
	Repairing door-entry systems	Yes	

Type of repair		Our responsibility	Your responsibility
Electrics inside your flat	Repairing and replacing the fittings		Yes
	Rewiring		Yes
	Repair and replacing fuses		Yes
	Repairing door bells		Yes
	Repairing the handsets on door-entry systems	Yes	
Flooring in communal areas		Yes	
Flooring inside your flat	Joists	Yes	
	Concrete floor slabs	Yes	
	Concrete screeds	Yes	
	Floorboards		Yes
	Floor tiles		Yes
	Carpets or laminate flooring		Yes
Lifts		Yes	
Outside areas	Walls, fences and gates	Yes	
	Balustrades	Yes	
	Shared access balconies	Yes	
	Access stairs	Yes	
Partitions inside your flat			Yes
Plastering or plasterboard	In communal areas	Yes	
	Inside your flat		Yes
Plumbing in your building	Repairing or replacing the mains stopcock	Yes	
	Repairing or replacing burst or leaking pipes	Yes	
	Repairing or replacing water-storage tanks	Yes	
	Clearing a blocked main soil stack, rainwater pipes and gutters	Yes	
	Repairing or replacing a main soil stack, or draining rainwater	Yes	
Plumbing inside your flat	Repairing or replacing burst or leaking pipes		Yes: except if part of a communal heating/hot water system
	Repairing or replacing the water-storage tank		Yes except if part of a communal heating/hot water system
	Replace washers on taps		Yes
	Adjusting, repairing or replacing the mains stopcock		Yes
	Repairing or replacing taps, plugs and traps		Yes
	Repairing or replacing basins, sinks, baths, toilets and showers		Yes

Type of repair		Our responsibility	Your responsibility
	Clearing blocked pipes		Yes
	Pipes, radiators or valves for a communal heating system	Yes	
Roof of your building	Repairing or replacing the roof and roof tiles	Yes	
Aids and adaptations inside your home	Stair lifts and ceiling tracking hoists		Yes
Television aerial	Communal	Yes	
	Individual		Yes
Windows in communal areas		Yes	
Windows in your flat	Beading and sealant		Yes
	Frames	Yes	Painting and varnishing wooden frames inside your property
	Glazing		Yes
	Handles and latches/locks	Yes	
	Hinges	Yes	
	Sash cords and weights/window springs	Yes	
	Window seals		Yes
	Window sills – inside		Yes
	Window sills - outside	Yes	