



Service standard: Maintenance Service

Maintenance Service Standards – how to tell us what you think about our services and how we'll respond if things go wrong

We are committed to providing our tenants, residents and service users with an excellent maintenance service.

These service standards tell you what you can expect if we carry out repairs or improvements to your home.

What you are responsible for

- Reporting repairs promptly and being honest about the nature of the repair. If we believe that you have misrepresented the nature of the repair to gain a quicker response you may be charged for the call out.
- Providing our staff and contractors with safe and reasonable access to your home.
- Providing access for gas and electricity checks to ensure your own and your neighbour's safety.
- Not smoking while our staff or contractors are working in your home.
- Ensuring that there is a responsible adult present when our contractors attend. By responsible adult, we mean the tenant or someone aged 18 or over.
- Ensuring there is credit on your electricity and gas meters when we attend for gas or safety checks.
- Keeping appointments made or informing us at the earliest opportunity if appointments can't be kept.
- Paying us £10 if an appointment cannot be kept by you, unless we have been notified of any change.
- If you are not at home for an emergency out of hours call out you will be charged for the full cost of the call out; this could be as much as £150.

- Keeping the property and internal decoration in good, well-maintained order.
- Obtaining written permission to carry out any improvements to your home which may affect the structure or fixtures and fittings maintained by us.
- Leaving the property and the inside decoration in a clean and tidy condition when you end your tenancy, or we'll charge you for the cost of repairs or the clearance of rubbish. This will include the removal of floor coverings unless it has been agreed that these can remain.

You are also responsible for:

- Blocked sinks, baths and hand basins.
- Infestations, e.g. ants, wasps, rats or mice.
- Replacing light bulbs.
- Maintaining internal door handles.
- Maintaining cupboard catches and hinges.
- Replacing tap washers.
- Replacing plugs and chains on sinks, baths and hand basins.
- Repairing minor plaster cracks and similar repairs.
- Lock changes (caused by tenant negligence).
- Repairing any damage caused by yourself, your family or visitors, even if it is an accident.

What we will do

- Provide an efficient repairs and maintenance service.
- Work with the Technical Services Customer Advisory Panel (CAP) to improve the service.
- Provide a fair and equal service to all residents.



- Use Link magazine and our website to regularly report to you on our performance.
- Offer repairs through our free-phone number: 0800 317 861, or 0115 844 2931, by e-mail at maintrepairs@ncha.org.uk and through our website with the option to use 'Live Chat'.
- Offer an emergency repairs service outside working hours using the same telephone numbers.
- For all emergency, urgent and routine repairs, we will offer a morning (between 8.00 a.m. and noon) or afternoon (between 12:30 and 4.00 p.m.) appointment and we will send you a reminder by text message.
- Offer an all day appointment, between 8.00 a.m. and 4.00 p.m., for repairs to gas appliances.
- Carry out gas and electric checks on time.
- Carry out regular resident satisfaction surveys.
- A percentage of works we carry out will be inspected.

How soon repairs are carried out

Emergency repairs

Emergency repairs are carried out when people's health and safety are at serious risk, or when major damage may be caused to the property.

We aim to attend to emergency repairs within 24 hours of them being reported to us and will endeavour to complete the repair or make safe.

The timescale for an emergency call out to attend to no heat or hot water will be extended to 3 days during the months April – October.

Examples of emergency repairs are:

- A gas leak.
- A burst pipe.
- A total loss of electricity (not caused by one of your appliances tripping the power supply).
- A blocked drain.
- A blocked toilet (if there is only one toilet in your home and you have tried to clear the blockage).
- Flooding to your home.
- Security issues with external doors or windows.
- Heating or hot water appliances breaking down (temporary heating will be offered if the repair cannot be completed immediately).
- Damage to the structure of the property.
- Damage caused by fire.

If you have any doubts about whether your repair is an emergency or not, call us on 0800 317 861 or 0115 844 2931.

Urgent Repairs

These are repairs that may affect how you use your home or its facilities. We aim to attend to urgent repairs within six working days of them being reported to us.

Examples of urgent repairs are:

- Minor leaks with plumbing and ball valves.
- Faulty door entry systems.
- A faulty shared TV aerial.
- Damaged stairs and handrails.
- Floor damage which puts people's health and safety at risk.
- Severe roof leak.
- Partial loss of electricity (not caused by one of your appliances tripping the power supply).

Routine repairs

These are repairs which do not need to be carried out as an urgent priority. We aim to attend to routine repairs within 30 working days of them being reported to us.

Examples of routine repairs are:

- Minor repairs to internal walls, doors, skirting boards and so on.
- Routine repairs to gutters, roofs and outside walls.
- Minor kitchen and bathroom repairs.
- Minor floor repairs.
- Minor repairs to fences, paths and garden gates.
- Minor work to exterior brickwork / rendering.

Programmed/Batched work

These are repairs which are not urgent and can be carried out in between other appointments. We aim to attend to programmed works within 180 working days.

We will let you know when an appointment has been arranged to carry out these works.

Examples of programmed/batched work are:

- Replacing windows.
- Replacing kitchens and bathrooms.
- Painting the outside of your property.
- Major roof repairs or replacements.
- Replacing central heating systems.
- Gas servicing.*

* For your own safety it is a legal requirement that we test gas appliances at least annually. Should you fail to provide access for this we will pursue the matter through the courts and you may be liable for costs.

Repairs by Appointment

These are repairs which are carried out at a time agreed with you. This can be either a morning appointment (between 8.00 a.m. and 12 noon) or an afternoon appointment (between 12:30 p.m. and 4.00 p.m.).

When arranging an appointment for gas servicing we can also offer early evening and Saturday availability, however appointments at these times are limited.

We will tell you as soon as possible if we will not be able to keep to an appointment.

We will pay you £10 if we fail to keep an appointment, unless we have told you of any change.

Aids and Adaptations

Once an application for aids or adaptations has been assessed as reasonable it is added to the waiting list.

Where funding is available immediately, the application will be processed and undertaken as soon as possible. When demand for aids or adaptations is high applications will be prioritised in the following category order:

1. Families with a disabled child who require an adaptation to continue to care for them in the property.
2. Tenants/prospective tenants who have been diagnosed with a terminal condition.
3. Tenants/prospective tenants who are unable to leave hospital/care without an adaptation.
4. Tenants/prospective tenants who cannot continue to occupy their accommodation without an adaptation being undertaken.
5. All other adaptations (other than minor adaptations or aids) where the tenant/prospective tenant can continue to live in the property whilst waiting for the adaptation to be undertaken.
6. Adaptations undertaken for cultural or religious reasons. These adaptations will not be undertaken until all current minor or large adaptations have been budgeted for or undertaken within the budget allocated for the financial year.

Within each category adaptations will be carried out in the order in which the applications were received.

Minor adaptations and aids costing less than £1,000 will be excluded from the prioritisation criteria and undertaken as soon as possible.

More information

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

Maintenance Contact details

Telephone:
0800 317 861 (free-phone) / 0115 844 2931

Email: maintrepairs@ncha.org.uk
Web: www.ncha.org.uk

NCHA Maintenance Department
Unit C, Camberley Court
Bulwell
Nottingham
NG6 8GE

Please note: the Maintenance Department is not a public office and tenants will only be admitted by prior agreement

Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email nottingham@ncha.org.uk