
Service standard: Property Services

Property Services emergency and responsive repairs: what you can expect from us and what we expect from customers in relation to servicing and repairs.

We are committed to providing you with an excellent service. This service standard tells you what to expect from us when you tell us about a repair.

This service standard is in two sections:

- The first section is information about emergency and responsive repairs completed by our contractor, Fortem.
- The second section is information about all other types of servicing and repairs.

Repairs carried out by Fortem

Fortem will:

- Provide an efficient repairs and maintenance service.
- Work with our customers to improve the service.
- Offer convenient appointments. They'll offer an emergency service 24 hours a day, 365 days a year.
- Aim to attend and complete routine repairs on their first visit and get it right first time.

If you have doubts about whether your repair is an emergency or not, call us on 0800 013 8555.

Emergency repairs

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

Fortem aim to attend to emergency repairs within four hours of them being reported and will attempt to complete the repair or make safe.

Examples of emergency repairs include:

- 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
- Damage to the structure of the property
- Damage caused by fire.

Routine repairs

These are repairs which are not classed as an emergency. Fortem will aim to attend to routine repairs within 28 calendar days of them being reported.

Examples of routine repairs include:

- Minor repairs to internal walls, doors, skirting boards

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- Repairs to guttering and minor roof repairs
- Minor kitchen and bathroom repairs
- Minor floor repairs
- Minor repairs to fences, paths and garden gates
- Minor work to exterior brickwork and rendering
- Damaged stairs and handrails
- Partial loss of electricity (not caused by one of your appliances tripping the power supply)
- Minor water leaks and dripping taps.

Sometimes there are repairs that take longer or they need more than one colleague. These repairs will be logged under a 60 day priority.

Examples of 60 day priority repairs include:

- Fence posts and panels
- Roofing works
- Scaffolding
- Plastering
- Floor renewals.

What we will offer you

We'll offer you a mutually convenient appointment time Monday to Friday, which will be arranged with you.

Saturday morning appointments can be available on request where possible. Please provide a mobile phone number for us to contact you.

Fortem will contact you within 24 hours prior to the appointment if they are unable to keep it.

We will pay you £10 if within 24 hours we fail to keep an appointment, unless we have told you of any change.

We'll do regular customer satisfaction surveys to get your feedback.

A percentage of works completed will be inspected to check the quality of the work.

Your responsibilities

There are some things you need to do so we can provide a good service, including:

- Reporting repairs promptly and providing accurate information about the repair. If we believe that the repair is due to damage (accidental, deliberate or neglect) we may recharge you for the work carried out in line with our Recharge Policy.
- Providing our colleagues and contractors with safe and reasonable access to your home.
- Providing access for gas services and electrical inspections for your safety.
- Not smoking while repairs are being completed in your home.
- Ensuring that a responsible adult (aged 18 or over) is present during an appointment.
- Ensuring there's credit on your electricity and gas meters when we attend for gas services or electrical inspections.
- Keeping appointments or telling us within 24 hours of an appointment if you need to cancel or rearrange it.
- Getting written permission to carry out improvements to your home which may affect its 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. This includes removing floor coverings. Failure to do this could result in charges in line with our Recharge Policy.

You are also responsible for:

- Blocked sinks, baths and hand basins.
- Infestations (e.g. ants, wasps, rats or mice) – we are responsible for filling any entrance/exit points following infestation treatment
- Replacing light bulbs
- Maintaining internal doors including fixtures
- Maintaining cupboards including fixtures
- Replacing plugs and chains on sinks, baths and hand basins
- Repairing minor plaster cracks
- Lock changes caused by negligence
- Repairing any damage caused by yourself, or anyone else, even if it's an accident. We'll deal with any damage following a crime with a valid crime number.

All other emergency, routine or planned repairs

The information below relates to all other types of servicing and repairs.

Emergency repairs (heating, lifts, entry systems)

We aim to attend to emergency gas and alternative energy repairs within 24 hours of them being reported between the months of November – March.

This will extend to three calendar days during the months April – October. We will attempt to complete the repair or make safe.

Examples of emergency repairs include:

- Heating or hot water appliances breaking down (temporary heating will be offered if the repair cannot be completed immediately).
- Passenger lifts being out of use.

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.

Examples of urgent repairs include:

- Lifts faults that require parts
- Faulty door entry systems including automatic gates and barriers
- Heating faults that require parts
- Communal TV aerials.

Sometimes there are repairs that take longer or they need more than one colleague. These repairs will be logged under a 60 day priority.

Examples of 60 day priority repairs include:

- Fence posts and panels
- Roofing works
- Scaffolding
- Plastering
- Floor renewals.

Planned renewals and landlord legal servicing / inspections

Each year, we identify properties that require improvements. You will be asked if you would like any work doing to your home. On some occasions it may be compulsory for the work to be carried out.

Examples of planned renewal works includes:

- Replacing multiple windows and external doors
- Replacing kitchens and bathrooms
- Major roof repairs or replacements
- Replacing central heating systems.

Examples of landlord legal servicing and inspections, include:

- Gas servicing (yearly)
- Solar servicing (yearly)
- Alternative energy servicing (yearly)
- Electrical inspections (five yearly).

For your own safety if you don't provide access to your home we'll have to get this through court proceedings. You may be liable for the costs associated with this.

Disabled adaptations

We can make changes to your home, so it better suits your needs. These adaptations are available for disabled customers so they can live independently in their own home.

Minor adaptations are adaptations costing less than £1,000 and major adaptations are adaptations costing over £1,000.

Each request is reviewed on a case by case basis. This is why it's really important that you send us as much information as possible when you request an adaptation.

We do not cover the cost of major adaptations. However, you might be eligible for a Disabled Facilities Grant (DFG) to help you pay for any work. An Occupational Therapist should be able to assist you with a DFG application as soon as we provide permission for the work to be carried out.

When a minor adaptation is requested and approved, the work will be completed by our Property Services team or a specialist contractor. They will be in touch

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with you to arrange for a suitable appointment to carry out the works.

More information

If you don't think we're meeting the standards set out above please let us know.

Email repairs@ncha.org.uk or adaptations@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.