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## Service standard: Property Services

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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 giving you 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 in-house repairs team.
- The second section is information about all other types of servicing and repairs.

### Repairs carried out by NCHA's in-house repairs team

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**We will:**

- Provide an efficient repairs and maintenance service
- Work with customers to improve the service
- Offer convenient appointments and 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're unsure whether your repair is an emergency or not, call us on 0800 013 8555.

### Emergency repairs

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

We aim to attend to emergency repairs within 24 hours of them being reported, and will attempt to complete the repair or make sure your home is 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 your home
- Damage caused by fire.

### Routine repairs

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These are repairs which are not classed as an emergency. We 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
- Repairs to guttering and minor roof repairs
- Minor kitchen and bathroom repairs
- Minor floor repairs

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- 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.

### Non-routine repairs

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These are repairs that take longer or may need more than one tradesperson to complete the work. We aim to attend to non-routine repairs within 60 calendar days of them being reported / identified by a Technical Inspector.

#### Examples of non-routine repairs include:

- Multiple fence posts and panels replacements
- Extensive roofing works
- Work that may require scaffolding
- Large areas of plastering
- Floor renewals.

### What we will offer you

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

Someone will contact you within 24 hours prior to the appointment if we 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

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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.
- Being available to provide 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 visit for gas services or electrical inspections and any related repairs.
- Keeping appointments or telling us within 24 hours of an appointment if you need to cancel or rearrange it.
- Getting written permission from NCHA to carry out improvements to your home which may affect its structure or fixtures and fittings maintained by us.

#### 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, urgent, routine or planned repairs

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

#### Emergency repairs (heating, lifts, entry systems)

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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 sure your home is 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

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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 need parts

## Planned renewals and landlord legal servicing / inspections

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Each year, we identify homes that need 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 include:

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

### Examples of inspections and works we legally need to do as a landlord include:

- Gas servicing (yearly)
- Solar servicing (yearly)
- Alternative energy servicing (yearly)
- Electrical inspections (five yearly)
- Lift servicing
- Fire alarm servicing
- Water testing/ monitoring.

**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

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

## More information

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

Email [repairs@ncha.org.uk](mailto:repairs@ncha.org.uk) or [adaptations@ncha.org.uk](mailto:adaptations@ncha.org.uk) to get in touch with us. Alternatively, you can call us on 0800 013 8555.

## Translation

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

## Related policies

- NCHA Recharge Policy
- NCHA Tenant Improvement Policy.