



## Service standard: Property Services

### Property Services emergency and responsive repairs: What you can expect from us and what we expect from our customers in regards to servicing and repairs.

These service standards are in two sections:

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

#### Repairs carried out by Fortem

##### Here is what they will do:

- Provide an efficient repairs and maintenance service
- Work with our involved customer groups to improve the service
- Offer convenient appointments. Offer an emergency service 24 hours a day, 365 days a year.
- Aim to attend and complete routine repairs on our first visit - 'Right first time'.

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

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 endeavour to complete the repair or make safe.

Examples of emergency repairs are:

- 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 are:

- Minor repairs to internal walls, doors, skirting boards
- 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.

### What we will offer you:

- We offer a mutually convenient appointment time Monday to Friday, this will be arranged with our customers.
- Saturday morning appointments can be available on request where possible. Where mobile numbers are provided
- Fortem will contact you within 24 hours prior to the appointment if they are unable to keep
- We will pay you £10 if within 24 hours we fail to keep an appointment, unless we have told you of any change.
- Regular customer satisfaction surveys to get your feedback.
- A percentage of works completed will be inspected to check the quality of the work
- 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, this includes removing floor coverings. Failure to do this could result in charges in line with our recharge policy.

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

### What you are responsible for:

- Reporting repairs promptly and providing accurate information on the nature of the repair. If we believe that the repair is due to damage, accidental, deliberate or neglect, we may consider recharging you for the work carried out in line with our recharge policy.
- Providing our staff and contractors with safe and reasonable access to your home.
- Providing access for gas services and electrical inspections to ensure your safety.
- Not smoking while our representatives are working in your home.
- Ensuring that a responsible adult present (aged 18 or over) is present during an appointment.
- Ensuring there is credit on your electricity and gas meters when we attend for gas services or electrical inspections.
- Keeping appointments or informing us within 24 hours of an appointment if you need to cancel or rearrange.
- Replacing light bulbs
- Maintaining internal door including fixtures
- Maintaining cupboard 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 is an accident – we will deal with any damage following a crime with a valid crime number.

## All other emergency, routine and planned repairs

### Here is what we will do:

#### 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 be extended to 3 calendar days during the months April – October. We will endeavour to complete the repair or make safe.

Examples of these emergency repairs are:

- Heating or hot water appliances breaking down (temporary heating will be offered if the repair cannot be completed immediately).
- Passenger lifts 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 to us. Examples of urgent repairs are:

- Lifts requiring parts
- Faulty door entry systems including automatic gates and barriers.
- Heating fault requiring parts
- Communal TV aerials

#### Planned renewals and landlord legal servicing / inspections

Each year, we identify properties from our stock inspections that are due a renewal. You will be notified asking if you would like the work doing. On some occasions it may be compulsory for the work to be carried out.

Examples of planned renewal works are:

- 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:

- Gas Servicing (Yearly)
- Solar Servicing (Yearly)
- Alternative Energy Servicing (Yearly)
- Electrical Inspections (5 Yearly)

**For your own safety should you fail to provide access we will pursue the matter through the courts and you may be liable for costs.**

#### 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 £1000 and major adaptations are adaptations costing over £1000.

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 at the time of your request

We do not cover the cost of major adaptations. However, you might be eligible for a DFG to help you pay for any work. The Occupational Therapist should be able to assist you with the DFG application as soon as we provide permission for the works 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

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

If you have any questions please contact us.

#### Contact details

Telephone: 0800 013 8555

Email: [repairs@ncha.org.uk](mailto:repairs@ncha.org.uk)

Email for adaptations: [adaptations@ncha.org.uk](mailto:adaptations@ncha.org.uk)

Website: [www.ncha.org.uk](http://www.ncha.org.uk)

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Unit B, Camberley Court  
Bulwell  
Nottingham  
NG6 8GE

Please note: the Property Services department is not a public office and customers 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. Email [info@ncha.org.uk](mailto:info@ncha.org.uk) or call us on 0800 013 8555.