

## Repairs and maintenance – types and definitions

### URGENT REPAIRS

#### EMERGENCY REPAIRS

NCCH will respond within **4 hours**:

- a burst water service
- a blocked or broken toilet (if there is no other toilet available)
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of any essential service such as hot water, cooking facilities or heating
- any fault or damage that causes the premises to be unsafe or unsecure.

### PRIORITY REPAIRS

#### PRIORITY REPAIRS

NCCH will respond within **7 days**:

- a minor water leak
- a minor roof leak
- minor flood, storm, fire or impact damage
- a failure or breakdown of a non-essential service or appliance on the premises
- a light fitting or power point that is not working
- a faulty stove where no elements are working
- no power to part of the property.

### NON-URGENT REPAIRS

#### NON-URGENT

NCCH will respond within **21 days**:

- doors jamming
- water hammer
- faulty internal door locks
- slow dripping taps
- servicing of sliding door and windows
- replacement of common area light globes
- hard to turn off taps
- tightening of clothes lines.

#### Tenant charges for repairs

A tenant may be charged the cost of any repair if the problem has been caused by the tenant and is not fair wear and tear.

## Definitions

### Urgent repairs

An emergency repair is a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of the premises in which immediate repairs are required.

### Priority repairs

Usually, a fault or damage in which there is no immediate risk of injury to persons, damage to property or there will be only moderate inconvenience for a tenant should the repair not be completed.

### Non-urgent repairs

Usually, a fault or damage in which there is no risk of injury to persons, damage to property or there will be minimal inconvenience for a tenant should the repair be completed within 21 working days. In most cases, general repairs will be scheduled for completion during the next available day our contractors are in your area.

## Smoke alarms

Smoke alarms save lives and they are there to protect you and your household members. All properties have smoke alarms and different properties have different smoke alarm systems in place.

For NCCH capital properties

- All smoke alarms are hard wired
- We are responsible for maintaining these alarms
- A contractor of NCCH will assess your smoke alarms every 12 months
- Tenants are responsible for changing the batteries of the smoke alarms installed
- NCCH will check the function of every smoke alarm at every property inspection of your home.

## Leasehold properties

- Leasehold properties are properties which NCCH leases from the private rental market
- Owners of these properties are required by law to have smoke alarms fitted
- You are responsible for changing the batteries throughout your tenancy.

## Safe practices for all tenants:

- Ensure your smoke detectors are working correctly
- Ensure fire exits are left clear
- Do not leave cooking on your stove or in your oven unattended
- Do not overload power points or piggyback power leads
- Do not leave electrical equipment such as laptops, Ipads, Tablets on beds/sofas etc. as the batteries can overheat

- Ensure candles and cigarettes are appropriately extinguished when leaving a room
- Do not use gas cylinders or portable gas stove tops inside your property or on your balcony
- Ensure heaters are correctly installed and serviced regularly
- Think about and have a fire plan for your household and know your emergency exits if there was a fire
- It is a breach of your tenancy to remove any smoke alarms from your property.

If you have a non-working smoke alarm, please call the NCCH repairs hotline immediately as this is an urgent repair. If you have taken down a smoke alarm, NCCH will replace this, and it will be a tenant charge.