

Repairs to your home

Everything you need to know



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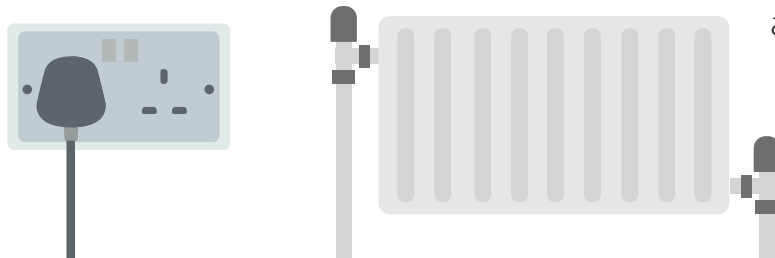
Newport City Homes is responsible for the maintenance of your home and any shared areas such as communal hallways or shared gardens.

Some of our repairs are classed as emergency repairs, and for these, we will respond within 24 hours of an issue being reported to us. We define an emergency repair as any defect which has an immediate risk to the health, safety or security of a customer or third party and/or affects the structure of the building.

Priority will always be given to any repair that presents a risk to life. We make safe in the first instance and repair if we can, but sometimes, we might need to do a permanent repair at a later date.

Examples of an emergency:

- Blocked toilet which will not flush (where there is no other toilet in the property)
- Total loss of water – please call the Welsh Water emergency line first on: **08000520130**
- Total loss of heating in all rooms of the property, depending on seasonal temperatures.
- Unsafe electrical fittings e.g., exposed wiring
- Unsafe stairs
- Serious roof leak



- A gas leak – please call the gas emergency line first on: **080011999**
- Fire damage
- Security breaches i.e. an external door or window, including communal door entry
- Severe storm damage and/or flooding that puts the property at risk
- Total loss of electricity but please contact your electricity supplier first
- All communal lighting is off and it is dark
- A lift that does not move between floors
- Trip hazards in communal areas
- An uncontrollable leak where the stop tap cannot be used
- Smashed Window / Glass



The table on the following pages sets out those repairs that we will complete on your home, and those things that you as the customer are responsible for.

Customers will be charged for any work completed by Newport City Homes as a result of damage by them, their household or their visitors, beyond what is reasonable wear and tear.

Area	Issue	Customer	NCH	Notes
Structure	Foundations		X	
	Outside walls and render		X	
	Roof and chimney		X	
	Guttering and down pipes		X	NCH will clear the gutters if blocked.
	Ceilings		X	NCH will repair the structure of the ceiling. Decoration will only be done if we have caused the damage
	Fascia boards		X	NCH will repair fascia boards. Cleaning them is a customer's responsibility
	Plaster cracks	X	X	NCH will repair any cracks that are wider than the width of a £1 coin. Any small cracks are the customer's responsibility.
	Decoration	X		Customers are responsible for decorating their home and keeping it in good condition.
	Floors	X	X	NCH will repair the floor structure. Customers are responsible for floor coverings, and will need to take up the floor covering and re-lay it to allow access for repairs. If NCH supply non slip flooring, we'll repair and replace it. If damage is caused by a customer or your household, we will reserve the right to recharge.
	Curtain rails, battens, hooks, rails and shelving	X		NCH will provide a batten for a curtain rail to be attached to. The rail, and any shelving or hooks is the customer's responsibility.

Area	Issue	Customer	NCH	Notes
Outside	Gardens	X		Customers are responsible for keeping their garden clean, tidy and in good order.
	Garden fences		X	NCH will repair fencing between homes like-for-like wherever practical. We may consider alternatives on a property by property basis.
	Garden walls (brick and stone)		X	NCH will repair walls, but may decide to remove any damaged areas but not repair with like-for-like replacement and use an alternative, for example, chain link fencing.
	Paths		X	NCH will ensure front and back access paths to your home are safe to use. This doesn't include garden paths, patios or decking that a customer has installed.
	Washing lines, rotary driers and clothes airers	X		NCH will only repair or replace communal washing lines.
	Outside taps	X		NCH don't repair or replace outside taps.
	Boundary fencing and walls		X	NCH will repair or replace boundary fences next to public paths or roads, including those in parking areas.
	Garages and outhouses		X	NCH will repair garage doors and the structure. For break-ins, a crime reference number will be required. Customers will be responsible for any fixtures or fittings in the garage.
	Sheds	X		NCH will gift sheds to our customers who will then need to maintain it, unless the shed is communal.

Area	Issue	Customer	NCH	Notes
Doors	Front and back doors		X	NCH will repair or replace locks, handles, catches and hinges. For keys, please see below.
	Keys	X		If a customer loses their keys or is locked out, they are responsible for arranging a locksmith. If NCH do this, we reserve the right to recharge.
	Door frames (internal and external)		X	NCH will repair any normal wear and tear. If frames are damaged, NCH reserve the right to recharge.
	Internal doors	X		Customers are responsible for repairs to any internal doors including the lock, handles, catches, hinges and replacement. If doors need adjusting after carpets are fitted, customers need to arrange this.
	Letter boxes		X	NCH will repair your letterbox and any communal letterboxes.
	Doorbells		X	NCH will repair or replace doorbells that are hard wired into your home. However, NCH is not responsible for battery powered doorbells, or others that are installed by a customer.
	Draught excluders		X	NCH will inspect and put draught excluders on doors where issues are found.

Area	Issue	Customer	NCH	Notes
Windows	Window glass and smashed windows	X		NCH will only replace glass if related to a crime and a crime reference number is provided.
	Blown double glazed units (condensation between panes)		X	NCH will replace the main blown units in living areas. Smaller units and other rooms are at NCH's discretion, but will be replaced if more than 25% is blown.
	Installing draught excluders		X	NCH will inspect and maintain these on UPVC windows.
	Clearing condensation from window frames and glazing	X		
Electrical	Wiring and light fittings		X	NCH will maintain and replace light fittings that we have installed. Customers are responsible for any light fitting that they install. NCH will change bulbs in sealed unit light fittings in kitchen and bathrooms.
	Electrical sockets		X	
	Appliance plugs and fuses	X		Customers are responsible for changing plugs and fuses on appliances.
	Trip switches and power loss	X	X	Customers are responsible for checking, identifying and resolving issues with trip switches and appliance power loss. NCH's Customer Services team can provide advice with this. NCH will look at wider faults and repair if all checks have been carried out. If an appliance is found to be causing the fault we will reserve the right to recharge this.
	Pull cord lights		X	The light fitting is NCH's responsibility but the string can be replaced by customers.

Area	Issue	Customer	NCH	Notes
Electrical	Phone line and phone sockets		X	BT are responsible for the line into your home and the master socket wiring, so they will need to be contacted if there's a fault.
	TV aerials and satellite dishes		X	NCH are responsible for communal aerials and dishes. If NCH fit an aerial to a property as part of improvement works, this then becomes the customer's responsibility.
Heating	Heating and hot water systems, plus associated pipework or wiring		X	NCH are responsible for repairs to all heating systems, including thermostats and controls and will carry out safety checks on all gas, oil and solid fuel systems. Total loss of heating is only an emergency during colder weather. A temporary solution may be provided if an immediate repair is not possible.
	Hot water tanks		X	
	Relighting and re-pressurising boilers	X	X	NCH's Customer Services team may be able to give advice or signpost you to help to understand how to address this. NCH can visit if a customer is not able to resolve this.
	Faulty radiators		X	NCH will repair or replace. If the fault is due to something that a customer, their household or visitor has done, NCH reserve the right to recharge.
	Bleeding radiators	X		NCH's Customer Services team can direct customers to advice on how to do this themselves.
	Setting heating controls	X		Customers can program heating controls, and if help is needed, can download a manual from the manufacturer's website.

Area	Issue	Customer	NCH	Notes
Health & Safety	Smoke and heat alarms		X	NCH will provide and maintain these.
	Carbon monoxide alarms		X	NCH will provide and maintain these.
	Security lighting	X	X	If NCH have installed wired in lighting, it is our responsibility to repair or replace it. Any battery operated or non wired lighting is the customer's responsibility.
	CCTV cameras	X	X	NCH are responsible for CCTV in communal areas. Any cameras installed by a customer is their responsibility.
Meters	Electricity and gas meters	X		These are owned by your supplier, so customers will need to contact whoever supplies the gas and electricity.
	Meter cupboard doors		X	NCH will repair or replace. If the damage is caused by the customer, their household or visitors, NCH reserve the right to recharge this.
	Meter cupboard keys		X	
Kitchen & Bathroom	Kitchen units, doors, catches, hinges, drawers, runners and worktops		X	NCH may need to inspect the kitchen. The work may be added to NCH's planned programme of work. NCH reserve the right to recharge if a customer has caused any of the damage.
	Plumbing in washing machines and dishwashers	X		

Area	Issue	Customer	NCH	Notes
Kitchen & Bathroom	Installing electric and gas cookers	X		Customers need to arrange this with a Gas Safe registered gas engineer or a NICEIC electrician.
	Sinks, basins, taps, leaks and general plumbing		X	Customers will need to use the stop tap for any leaks to prevent further damage. If any damage is caused by customers, your household or visitors, NCH reserve the right to recharge.
	Blocked drains, sinks, toilets, baths and showers		X	Customers are responsible for trying to clear any blockage in the home. If attempts have not solved the issue, NCH can attend to investigate further. If any blockages are found to be caused by customers, or someone living or visiting your home, this may be recharged to you. <i>We'll always ensure there is one working toilet in your home.</i>
	Toilet seats and lids	X		
	Bath plugs, chains, handles and enamel chips	X		
	Bath panels		X	NCH will replace bath panels if we damage them to access the plumbing. NCH reserve the right to recharge for any damage caused by a customer, household, or visitors.
	Wall tiles		X	NCH will replace any missing or damaged tiles, but may not be able to colour match and will then use plain white, basic tiles.
	Grouting and sealant	X	X	Customers are responsible for this unless NCH are doing the work as part of a bigger repair.
	Electric mains fed showers and shower units			X

Area	Issue	Customer	NCH	Notes
Kitchen & Bathroom	Shower head and hose	X		Customers are responsible for replacing shower heads and hoses, and keeping these free of limescale.
	Shower riser rail (for shower head and hose)		X	
	Shower curtain rail and curtain	X		
	Wet room shower pumps		X	Customers are responsible for keeping these free from blockages, where possible. If any blockage NCH repairs is caused by misuse, NCH reserves the right to recharge.
	Extractor fans		X	NCH maintains kitchen and bathroom extractor fans. Customers need to ensure that they are used, that the filters are cleared and that they are kept free from blockages.
	Mould and damp	X	X	Customers have a really important role in preventing the build up of damp and mould, by how the home is managed. NCH will inspect mould and damp and agree with the customer, where responsibility lies.
Pests	Pests and wildlife infestations	X	X	<p>If the infestation is as a result of a structural issue, NCH will take responsibility for resolving all matters. If the infestation is in a communal area, NCH will take responsibility for resolving. However, if the infestation is as a result of something a customer has done, i.e. let household or food waste build up, customers are responsible for dealing with the pests. NCH will resolve any resulting structural issues, but will reserve the right to recharge.</p> <p>Wasp nests and rats, outside of communal space, are customer responsibility.</p>

Thank you for taking the time to read this. NCH is committed to working with you to support and maintain homes and communities where people want to live.



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