

Repairs to your home

Everything you need to know



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enquiries@newportcityhomes.com or
01633 381 111

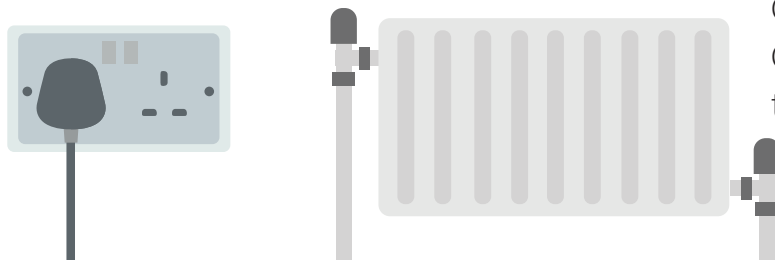
Newport City Homes is responsible for the maintenance of your home and any shared areas such as communal hallways or shared gardens.

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:

- 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: **0800 111999**
- Fire damage
- Security breaches i.e. an external door or window
- 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 if unable to be made safe temporarily
- An uncontrollable leak where stop tap cannot be used
- A smashed window/ glass N.B. maybe made safe in first instance and have a follow-on visit
- Blocked toilet which will not flush, where the customer has been unable to clear (where there is no other toilet in the property). N.B. this may be recharged where the blockage has been caused by misuse



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		✓	
	Outside walls and render		✓	
	Roof and chimney		✓	
	Guttering and down pipes		✓	NCH will clear the gutters if blocked.
	Ceilings		✓	NCH will repair the structure of the ceiling. Decoration will only be done if we have caused the damage.
	Fascia boards		✓	NCH will repair fascia boards. Cleaning them is a customer's responsibility.
	Plaster cracks	✓	✓	NCH will repair any cracks that are wider than the width of a £1 coin. Any small cracks are the customer's responsibility. NCH reserves the right to not complete work if the cracks are as a result of action by the customer or their household or visitor.
	Decoration	✓		Customers are responsible for decorating their home and keeping it in good condition.
	Floors	✓	✓	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	✓		NCH will provide a batten for a curtain rail to be attached to. The rail, shower curtains and any shelving or hooks is the customer's responsibility.

Area	Issue	Customer	NCH	Notes
Outside	Gardens	✓		Customers are responsible for keeping their garden clean, tidy and in good order.
	Garden fences		✓	NCH will repair fencing between homes like-for-like wherever practical. We may use an alternative, for example, chain link fencing.
	Garden walls (brick and stone)		✓	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 and steps		✓	NCH will ensure front and back access paths and steps to your home are safe to use. This doesn't include garden paths, patios, steps or decking that a customer has installed.
	Washing lines, rotary driers and clothes airers	✓		NCH will only repair or replace communal washing lines.
	Outside taps	✓		NCH repairs service doesn't install, repair or replace outside taps. If NCH fitted the tap, NCH will attend if faulty/broken.
	Boundary fencing and walls		✓	NCH will repair or replace boundary fences next to public paths or roads, including those in parking areas.
	Garages and outhouses		✓	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	✓		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		✓	NCH will repair or replace locks, handles, catches and hinges. For keys, please see below.
	Keys	✓		If a customer loses their keys/fobs or is locked out, they are responsible for arranging a locksmith. If NCH do this, we reserve the right to recharge before starting work.
	Door frames (internal and external)		✓	NCH will repair any normal wear and tear. If doors or frames are damaged, NCH reserve the right to recharge.
	Internal doors	✓	✓	NCH are responsible for internal doors including the lock, handles, catches, hinges and replacement. If a door is a fire door, customer's must contact NCH for work to be carried out. If doors need to be adjusted after a carpet or other flooring is fitted, customers can arrange this themselves, unless it is a fire door. If it is a fire door, customers must contact NCH. If damage to a door is found to be the fault of a customer, NCH reserve the right to recharge.
	Letter boxes		✓	NCH will repair your letterbox and any communal letterboxes. NCH reserves the right to recharge if the damage is as a result of action by a customer or their household or visitors.
	Doorbells		✓	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		✓	NCH will inspect and put draught excluders on external doors where issues are found.

Area	Issue	Customer	NCH	Notes
Windows	Window glass and smashed windows	✓		NCH will only replace glass if related to a crime and a crime reference number is provided.
	Blown double glazed units (condensation between panes)		✓	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.
	Window seals		✓	NCH will inspect and maintain these on UPVC windows.
	Clearing condensation from window frames and glazing	✓		Condensation on internal surfaces should be dried to ensure Mould is unable to form on adjoining surfaces.
Electrical	Wiring and light fittings		✓	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		✓	If damage is found to be the fault of a customer, NCH reserve the right to recharge.
	Appliance plugs and fuses	✓		Customers are responsible for changing plugs and fuses on appliances.
	Trip switches and power loss	✓	✓	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		✓	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	✓		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		✓	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		✓	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. If damage is found to be the fault of a customer, NCH reserve the right to recharge.
	Hot water tanks		✓	
	Relighting and re-pressurising boilers	✓	✓	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		✓	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	✓		NCH's Customer Services team can direct customers to advice on how to do this themselves.
	Setting heating controls	✓		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		✓	NCH will provide and maintain these. NCH reserve the right to recharge if they have been willfully damaged by the customer, their household or visitors.
	Carbon monoxide alarms		✓	NCH will provide and maintain these.
	Security lighting	✓	✓	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	✓	✓	NCH are responsible for CCTV in communal areas. Any cameras installed by a customer is their responsibility.
Meters	Electricity and gas meters	✓		These are owned by your supplier, so customers will need to contact whoever supplies the gas and electricity.
	Meter cupboard doors		✓	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		✓	
Kitchen & Bathroom	Kitchen units, doors, catches, hinges, drawers, runners and worktops		✓	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	✓		NCH reserve the right to recharge if any damage or leaks is caused as a result of doing this.

Area	Issue	Customer	NCH	Notes
Kitchen & Bathroom	Installing electric and gas cookers	✓		Customers need to arrange this with a Gas Safe registered gas engineer or a NICEIC electrician.
	Sinks, basins, taps, leaks and general plumbing		✓	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		✓	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	✓		
	Bath plugs, chains, handles and enamel chips	✓		
	Bath panels		✓	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		✓	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	✓	✓	Customers are responsible for this unless NCH are doing the work as part of a bigger repair.
	Electric mains fed showers and shower units		✓	NCH will repair electric and mains fed shower units, cubicles and trays. If a customer has installed their own, they are their responsibility. Customers need to ask permission from NCH before installing their own and they must be installed by a competent person with test certification.

Area	Issue	Customer	NCH	Notes
Kitchen & Bathroom	Shower head and hose	✓		Customers are responsible for replacing shower heads and hoses, and keeping these free of limescale.
	Shower riser rail (for shower head and hose)		✓	NCH reserve the right to recharge should damage be caused willfully by the customer, their household or visitors.
	Shower curtain rail and curtain	✓	✓	New shower curtains are provided by NCH upon moving in. If and when you need to replace, this is the customers responsibility.
	Wet room shower pumps		✓	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		✓	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	✓	✓	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	Pest infestations	✓	✓	<p>Pest infestations are the responsibility of the customer. However, if:</p> <ul style="list-style-type: none"> • The infestation is as a result of a structural issue, NCH will take responsibility for resolving the issue. • The infestation is in a communal area shared with other customers, NCH will take responsibility for resolving the issue. <p>If the infestation is determined to be a customers' responsibility, and the customer has failed to take all reasonable action to prevent or resolve the problem, NCH would seek to recover all costs in resolving the issue.</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.



NCH App



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Home maintenance tasks can be a huge challenge for some, this is why we've created a library of videos to help you with the day-to-day DIY tasks.

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www.newportcityhomes.com/advice-and-support/repairs-and-maintenance

