

REPORTING REPAIRS TO NICHE HOMES

Whilst we try to ensure that your residence is maintained to the highest standards, there may be instances during your tenancy where you will need to report a maintenance issue or repair. You should always, in the first instance, report a repair directly to Niche Homes Ltd and not to a third party. This is to ensure that we can undertake repairs within the following targets, in accordance to the recommendations made by the National Housing Federation in its Standards for Housing Management. We will assign each repair or maintenance issue the following priority status:-

- **PRIORITY 1**

"Emergency Repairs"

Required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings.

Example – gas leak, fire, flood. Toilet not working – target 24 hours from becoming aware of the defect.

However, "Urgent Repairs" if affecting services or utilities may be acted upon under this priority if management feels it necessary.

- **PRIORITY 2**

"Urgent Repairs"

Repairs which materially affect the comfort or convenience of the tenant

Example – no hot water

No heating – target 5 working days from becoming aware of the defect.

- **PRIORITY 3**

"Non-Urgent Repairs"

These are repairs which can wait a short time before they are dealt with.

Example – broken cupboard doors, vacuum cleaning not working, painting

Target 28 days from becoming aware of the defect

- **PRIORITY 4**

"Planned Programme of Works"

Non-urgent jobs in related trades are packaged together. Target 3 months from becoming aware of the programme of work being necessary and one year for large programmes of works.



How to Report a Repair / Maintenance Issue

Your "PropertyFile" App

Log a maintenance request using your Property File app. Click on "Report an Issue" and follow the step by step prompts. This method also allows you to attach a photo with your maintenance request.

By Phone

Call during opening hours. If non-urgent and out of opening hours, you can leave a message.

By Email

Send an e-mail to lettings@niche-homes.co.uk giving your name, address, phone number and an accurate description on how to contact you to arrange the repair. This method of communication should not be used for emergency repairs. We will email you a maintenance form which you will need to fill in accurately, giving as much detail on the repair as you can. Please send this back to us as soon as you can to avoid delays in starting work.

PLEASE NOTE:- *If you report a problem inaccurately, inadequately, or if a repair is discovered to have been unnecessary, then you may be charged a call-out fee.*