



Habinteg
housing association
(Ulster) Ltd

HOUSING MAINTENANCE POLICY

Habinteg Housing Association (Ulster) Limited is committed to providing its customers with an efficient maintenance service. The Association aims to carry out essential maintenance work quickly and effectively. The delivery of this service, combined with a high standard of landscape and estate maintenance, is essential for the retention of the overall quality of **Habinteg's** housing developments. We seek your co-operation and support in helping preserve the fitness and attractive character of the house and community in which you live, and to enable the Association to provide the housing maintenance service to which it is committed.

Your tenants' handbook explains those house repairs for which you are responsible and the other repairs which the Association will carry out on request. Requests for our housing maintenance service can be made through your local resident Community Assistant or to the **Habinteg** offices in Holywood and Londonderry.

Housing maintenance is categorised in priority order, as **EMERGENCY**, **URGENT** and **ROUTINE**.

EMERGENCY repairs [e.g. burst pipes and dangerous electrical work] – immediate response and completed within 24 hours.

URGENT repairs [e.g. other plumbing and electrical work] – immediate order and completed within four days.

ROUTINE repairs [e.g. repairs to fences, carports and external stores] – included in programmed maintenance and completed within 21 days.

The Association retains a panel of maintenance contractors and, on occasions, may use its Building Inspector to carry out inspections. When a repair is ordered out, a card is sent to the tenant indicating the priority and date for completion of the work, and the tenant is asked to inform the Association if the repair is not completed on time. The Association continually reviews the performance of the housing maintenance service and information about this is given in our newsletter.

Habinteg undertakes the external repainting of each of its housing developments every 4/5 years. House condition surveys are also carried out to identify what other major maintenance and refurbishment work is required. Major maintenance contracts are incorporated in the Association's capital development programme whenever necessary.

