**Report A Repair**

**NIHE Tenants**

**Repairs Backlog**

Industrial action by employees of NIHE contractors covering North Belfast has created a backlog of repair work that the NIHE continues to work through.

**Repair Categories**

When a tenant reports a repair to the NIHE, it puts it into one of three priority groups.

Emergency Repairs

To be treated as an emergency, the fault must carry the risk of immediate injury to people or major damage to property. The work should be carried out within 24 hours. Examples of emergency repairs are:

* Escape of gas or fumes
* Electrical fittings in contact with water
* Live or bare electric wiring.
* Sewage overflowing into the home.
* Outside doors that need secured.
* Burst storage tanks, cylinders or pipes.
* Failure of all lights or all power.
* Failure of heating systems in severe weather and where no alternative is available.
* Failure of all communal lighting.

Urgent Repairs

An urgent repair needs a quick response but is not an emergency. The NIHE will attend to urgent repairs within four working days. Examples of urgent repairs are:

* Faults at electrical fittings.
* Faults at water heating circuits.
* Faults at electrical heating systems.
* Ball valve faults at storage tanks or WC cisterns.
* Leaks in WC flush pipes, waste pipes, traps, valves or radiators.
* Leaking back boiler or faults at the fire parts such as flue sets, throat plates etc.
* Blockages at sewers or drains.
* Major water penetration at external doors or windows.

Routine Repairs

If a repair is not classified as emergency or urgent then it is a routine repair and will usually be completed within four weeks.

The exception to this is where the NIHE already has a planned programme of maintenance that will include your repair. Your Area Office will advise you of this. Examples of routine repairs are:

* Cleaning or repairing gutters or downpipes.
* Easing or re-fitting doors or window-sashes.
* Plasterwork repairs.
* Repairs to floors or floor tiling.
* Repairs to internal or external doors or frames.
* Chimney pots, stacks, cowls or caps.
* Roof tiles or lead flashings.
* Fire hearths, surrounds and side tiles.
* Working kitchen fittings and work tops.

**Repair Responsibilities**

Details of tenant and landlord (NIHE) repair responsibilities are set out in the NIHE General Conditions of Tenancy. If you don’t have a copy of this, you can access it online at <https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/tenancy-conditions-and-advice>

**Reporting A Repair**

Communication

* By phone: (Office and Out of Office hours: 03448 920 901).
* Email: info@nihe.gov.uk
* Visting/ Writing: North Belfast Repairs, NIHE, Housing Centre, 2 Adelaide Street, Belfast BT2 8PB
* NIHE Tenant Portal.

Information To Provide

Provide the following information:

* Whether you have reported the repair previously and the work wasn’t done or wasn’t done properly. This will affect what action the NIHE will take.
* Full details of the repair work needed.
* Details of any times you won’t be available to take calls or let a contractor or Maintenance Officer in.
* Confirmation of your current telephone number.

Information To Receive

When reporting a repair, make sure that you obtain the following information:

* Whether a Repair Order has been raised or whether an inspection of the problem by a Maintenance officer is needed first.
* The Repair Reference Number.
* What priority the repair has been given.
* If the repair was reported before and the work hasn’t been done ask for an explanation and for details of what action is going to be taken.

What Happens Next?

If a Repair Order is raised immediately, it will be sent to a NIHE contractor with details of the work needed and the timeframe for completion. The contractor will phone the tenant to arrange an appointment for the work to be done. In the case of an Emergency, the appointment call will usually be made within two hours. With Urgent and Routine repairs, it will be made within two working days. If the contractor comes at the arranged time and can’t gain access, they should leave a card with a number to ring to arrange another appointment. The contractor will call a maximum of three times and if they can’t gain access, the job will be cancelled and the tenant will have to report it to the NIHE again. If the contractor doesn’t come at the agreed time, the tenant should contact the NIHE again using one of the methods outlined above.

With some repairs, the NIHE needs to inspect the problem before raising a Repair Order. In this situation, tenants will be contacted by a Maintenance Officer usually within five working days to arrange an inspection appointment. Following the inspection, if work is needed, the Maintenance Officer will raise a Repair Oder and the process set out above will take place.

Tenants should ensure that the NIHE has their current phone number and that they respond to calls and potential calls from NIHE contractors and Maintenance Officers.

Smell Gas

If you smell gas, contact the 24-hour gas emergency service on 0800 002 001.

Gas Card Not Working

f your Gas card is not working - contact your chosen supplier either SSE Airtricity or Firmus Energy. Contact details are given below.

* SSE Airtricity
	+ Phone: 0345 900 5253
	+ Web: [www.airtricitygasni.com](http://www.airtricitygasni.com)
	+ Address: SSE Airtricity, 3rd Floor Millennium House, 17 Great Victoria Street, Belfast, BT2 7AQ
* Firmus Energy
	+ Phone: 0800 032 4567
	+ Web: [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)
	+ Address: Firmus Energy, A4/A5 Fergusons Way, Kilbegs Road, Antrim, BT41 4LZ

**Complaints**

How To Complain

If you are unhappy with how the NIHE dealt with your complaint request, you can complain:

* By phone: (03448 920 901).
* Email: info@nihe.gov.uk.
* Visting/ Writing: Complaints, NIHE, Housing Centre, 2 Adelaide Street, Belfast BT2 8PB
* NIHE Tenant Portal.
* Social media: Where appropriate, messages received through our Social Media pages may also be responded to through our complaints procedure after it is established that this is what the customer wants.

Who Can Complain

A tenant can make a complaint themselves about the repair service they receive, or they can ask a representative to help them or act on their behalf. Examples of this include family and friends or an advice organisation. In the case of a representative, the NIHE will ask for a form of authority so it can respond to the complaint. If a local elected representative (Councillor, MLA or MP) makes a complaint on a tenant’s behalf the NIHE will not usually need to ask for the form of authority to be completed.

For more information, go to <https://www.nihe.gov.uk/about-us/complaints/how-our-complaints-procedure-works> .