

STANDARDS OF SERVICE



In all of its activities NHA aim to be courteous and competent. To help you check the service we provide we have set out the minimum standards you can expect from the association.

1. Applying for a home

We will provide you with an application form and advise you how to complete the form. We will advise you about the areas which NHA have dwellings located and their availability.

Where possible we will inform you of other landlords who may be able to help you. We will advise you about your position on the Common waiting List and offer recommendations.

We will give you access to information provided in your application.

We will give you the opportunity to view any property we offer you before you decide whether or not to accept the property.

2. Information on your Tenancy

Before you become a tenant we will advise you about your rights and responsibilities, and those of NHA.

Before you accept a tenancy we will tell you if repairs are outstanding and when they will be completed.

We will explain your tenancy agreement and issue you with a tenants handbook which outlines the Agreement and describes the various services provided to you by NHA, a 'Tenants Guarantee' and a 'Right to Know' Document.

3. Rent Payments

We will provide you with a rent book and advise you about the various methods of paying rent. We will also advise you if you have any problems paying your rent.

Any payment of rent by cash, housing benefit, cheque or giro will be credited to your account within 7 working days of you making the payment.

We will provide you with a rent statement upon request.

We will give you 4 weeks written notice of any rent increase.

We will advise you of the NHA 'Rent Setting Policy'.

4. Housing Benefit

We will endeavour to represent your interests in liaison with the NIHE on your behalf if you have applied for Housing Benefit.

5. Repairs to your Home

We will carry out emergency repairs within 24 hours.

We will acknowledge other repair requests within 3 working days.

We will carry out urgent repairs within 4 working days.

We will carry out routine repairs within 20 working days.

We will regularly cut the grass in open areas during the Summer months.

We will clean the lobbies of public areas of flats at least once a week.

We will repair lifts which have broken down within 24 hours and door entry systems within 4 days.

We will complete external cyclical maintenance on your dwelling every 5 years.

6. Consulting You

We will consult you about any major changes proposed to our services or the way they are run.

We will consult with you about works which we plan to carry out which will affect your home or the area around it.

We will circulate NHA newsletters at least twice year offering you housing management performance indicators and advice.

At least 3 months before any major building work starts we will consult you about what is proposed and describe any alternative proposals available to you.

At least 3 weeks before work starts we will advise you in writing about:

- the nature and scope of the work,
- the alternative accommodation arranged (if applicable),
- the expected duration of work,
- the effect on your rent,
- the availability of allowances or grants,
- the person to contact if you have any queries.

At least 3 weeks before minor work start we will advise you about the nature of the work and when it will commence.

7. NHA 'Right to Buy' Policy

Under our house sales scheme you may be able to buy your home. If you wish to apply, you should contact the NHA office.

8. Transfers / Exchanges

You may wish to move to another NHA/NIHE/Social Landlord property. We will advise you of your rights and assist you with a transfer application with the NIHE Common Waiting List Scheme.

9. General Service

We will attend to you at our NHA office within 15 minutes.

We will acknowledge all incoming correspondence within 5 working days.

We will a maintenance inspection on your property within 3 working days.

NHA office is open **Monday, Tuesday and Thursday 9.00am - 4.00pm.**
Wednesday and Friday 9.00am - 12.30pm.
It is closed on Public Holidays.