



Frequently asked questions

Q. What is planned maintenance?

A. Planned maintenance is designed to update and replace worn-out parts of your building. Planned maintenance works includes; major repairs, internal whole replacement works, including: kitchens, bathrooms central heating, electrical wiring, external works, including: structural works, roofing replacement, security works, windows, doors, communal lift replacement, environmental works.

Q. How will I know when you are going to do planned maintenance at my home?

A. Planned maintenance work doesn't happen on a fixed timetable. We will write to you and let you know what work we plan to do and when we plan to do it.

Q. After the works are complete will I have to pay more rent?

A. Normally this will be covered in the amount you already pay and we will advise if there are any changes.

Q. Will I be given notice before any work starts?

A. Yes. If your home is included in the programme you will be told some time before the work is planned. Nearer the time you will be consulted and given more detailed information.

Q. Who will do the works?

A. Our contractors track record is checked before we use them. This ensures they are professional and behave in an appropriate manner. All are signed up to our Contractors Code of Conduct.

Q. Will my property be secure during the work?

A. Yes. Every precaution is taken. For example, if scaffolding is used, ladders from the ground floor will be removed at the end of each day.

Q. Will I have to have the works done?

A. Generally yes. However, if it is major work inside your home and you have special circumstances, please discuss these with us.

Q. How soon will the work be done?

A. We will tell you how long planned maintenance work will last when it is scheduled for your home. Our target times for repairs do not apply to work on the planned maintenance programme.

Q. What should I do if I think I need a new kitchen or bathroom?

A. Report a repair in the usual way by phoning.....

Q. How will I know when I'll get a replacement kitchen or bathroom?

A. We always carry out a stock condition survey to see what needs to be done before starting work. The life cycle of any component is based on industry standard component life cycles, basically how long a component is projected to remain 'fit-for-purpose' before it needs either major repair or replacement.

Q. Can I choose what kitchen or bathroom I get?

A. When we are replacing kitchens and bathrooms we will offer you a choice of kitchen units, worktops and floor coverings.

Q. Who should I speak to if I have any queries?

A. You will be given the name and address of the contractor and your point of contact at NB Housing.

Q. Will I receive a redecoration allowance for planned maintenance works?

A. You will receive a redecoration allowance if your home has been damaged by NB Housing while carrying out a repairs to your accommodation or renovating your accommodation.

Q. How much will I get?

A. The amount payable to you from NB Housing depends on:

the number of rooms damaged, the type of rooms damaged, your age, whether you have a disability, whether you are getting jobseeker's allowance or income support,

NB Housing will only pay the allowance after all planned works to the property have been completed.

If you owe rent arrears NB Housing may use the redecoration allowance to pay some of your rent arrears.

Q. Do I have to apply for a redecoration allowance?

You do not have to apply. NB Housing will issue any necessary payments directly to you once all planned works have been completed provided you meet the necessary criteria.