

CONTACT



1092

Register your
complaint on DHA
Helpline



RBCC office
D-84, Iqbal Blvd
Commercial Area,
Sector D Ph-2



Available 24/7

List of Minor Works

RBCC Charges Rs: 300/- per visit
incl fault identification & rectification

- ☐ Tube/ fancy light replacement
- ☐ Energy saver/ holder replacement
- ☐ Fan dimmer/regulator/ capacitor replacement
- ☐ Power socket replacement
- ☐ UPS fuse/battery replacement
- ☐ Battery water checking
- ☐ Socket Replacement
- ☐ Intercom/doorbell replacement
- ☐ Pipe of flush tank / basin mixture replacement
- ☐ Waste pipe replacement
- ☐ Waste pipe bottle cleaning/checking
- ☐ Spindle replacement
- ☐ Shower cleaning
- ☐ Muslim shower/handle/towel rod replacement
- ☐ Door lock cylinder replacement
- ☐ Shut off valve/ball valve replacement
- ☐ Refill tube replacement
- ☐ Chain replacement
- ☐ Sink waste pipe replacement
- ☐ Bib cock installation
- ☐ Wash basin drain pipe replacement
- ☐ Flush tank button replacement
- ☐ Squatting pan leakage checking
- ☐ Tab head/round shower head replacement
- ☐ Motor fitting replacement
- ☐ Motor checking
- ☐ Pump pressure/gas pipe leakage check
- ☐ Kitchen cabinet catcher replacement
- ☐ Instant geyser battery/thermo wire replacement
- ☐ Almirah handle replacement
- ☐ Water tank float valve replacement
- ☐ T-stop cock replacement
- ☐ Towel bolt replacement
- ☐ Drawer lock/door handle & stopper replacement



DHAI-R Outsourcing of Home Maintenance Services



Initial need for Home Maintenance Team

- Due to the non-availability of tradesmen in the near vicinity, DHAI-R formed Home Maintenance Team in 2005 to facilitate residents.
- Recent exponential population growth in DHAI-R has outpaced the existing maintenance services.
- A meagre amount of Rs. 50 is charged per visit (compared to market average of Rs 500-700), meaning that DHAI-R bears the extra financial burden.
- Rapid expansion of DHAI-R implies priority handling of development work and focusing on modernization drive.
- Variety of service providers are conveniently available in the vicinity at competitive rates.

Outsourcing of Home Maintenance Services

- Home Maintenance Services in **DHA Phase-2** have been outsourced to **Red Brick Construction Company (RBCC)**, private vendor, as a **pilot project** after extensive evaluation.
- RBCC agreed to **provide services** at comparatively much **lower rates** than market.
- **Overall control will still be exercised by DHAI-R management.**
- More **services providers** can be engaged based on evaluation of **pilot project**.
- Residents have a choice of using RBCC services at **controlled rates** or engage other service providers in the market.

Salient Aspects of **RBCC** Home Maintenance Services

- “ **Trained Staff** (Electrician, Plumbers, Carpenters, AC Mechanics, Masons, Painters) **available 24/7** in three shifts.
- **Replacement parts available** with vendor **RBCC** (Cost to be paid by residents).
- Residents will be charged a controlled rate of **Rs 300/- per visit** for identification of faults and minor work included in the list.
- **Charges** will be **included** in **utility bills** by DHAI-R.

