

Planned Maintenance

These service standards set out the service you can expect from us regarding the quality of the accommodation you live in and the planned repairs service we provide.

Service standards Repairs and maintenance -

Planned maintenance

- We aim to tell you what work is to be carried out to your home at least 28 days before it starts. For works to internal communal areas that may affect you, at least 21 days notice will be given before work starts.
- For disruptive works, such as electrical rewiring, a more extensive period of notice will be given.
- For other work types, notice will be given as soon as the programme has been approved.
- We aim to visit you at least once before work starts to explain the work which will take place.
- For schemes such as communal gardening improvements which will affect a number of properties, we will provide opportunities for individual consultation and will feed back any decisions made before the work begins.
- When we replace major items, we will offer a choice of fittings where possible.
- We will give you daytime and out-of-hours telephone contact numbers.
- If we have to interrupt any water or electricity supplies to your home, we will minimise disruption and reconnect them at the end of each working day.
- We will keep at least one room habitable during major work.
- We keep fire risk assessments on all low-rise and high-rise blocks of flats up to date and will actively manage the risks.
- We will carry out an annual gas safety inspection to your home.
- We will carry out an electrical test to your home on a cyclical basis.
- We will offer you an appointment for gas or electrical tests or you can book one at a time and date that is convenient to you.
- We will carry out an external repair and painting programme to your property on a cyclical basis.
- We will carry out an annual inspection of lifts, dry risers, water pumps and lightning conductors in our high-rise blocks.

This information forms part of the Your Home Regulatory Standard