



Home Safety & Quality

Transparency  
Influence &  
Accountability

Neighbourhood  
& Community

Tenancy

## Planned and Cyclical Maintenance Service Standard

**We will ensure that all of our homes are of a good standard and remain in good condition. We will provide planned and cyclical maintenance services that achieve high standards of quality, safety and tenant and leaseholder satisfaction**

**To achieve this, we will:**

- **Provide a planned maintenance service that:**
  - Notifies you in writing when work will be taking place, and by whom.
  - Involves you in the design and layout of your new kitchen.
  - Offers you a choice of colours and styles of your new kitchen.
  - Offers you a choice of floor colours in your new bathroom.
  - Includes an over-bath shower in each new bathroom.
  - Offers you the option of a level access shower on the ground floor, or shower tray at first floor, if you struggle to get in and out of the bath.
  - Offers you a choice of colours and styles for your new front door only.
  - Provides the best quality products and services whilst maintaining value for money.
  - Plans, orders and groups work to achieve best value for money and helps reduce our carbon impact.
- **Provide a cyclical maintenance service that:**
  - Advises you in writing at least 3 weeks before work is scheduled to be undertaken to your home.
  - Provides you with a choice of colours for your external paintwork.
  - Provides you with a choice of colours for your internal paintwork if you live in sheltered accommodation or general needs blocks (communal areas only).
- **Our contractors will:**
  - Wear a recognisable uniform and carry an identity card which they will present to you.
  - Treat your home and possessions with respect.
  - Treat you in a courteous and respectful manner.
  - Let you know when they have completed the work and are leaving your home.
  - Leave a calling card if you're not in when they call, giving you our contact details.
  - Work safely in your home and advise you of any hazards whilst they are working.
  - Leave your home clean and tidy following completion of the work.
- **Ask you what you think of our services and use what you tell us to help improve those services.**

- **Engage with our leaseholders:**

- We will consult with our leaseholders before commencing major works and long-term contracts, except where works are very urgent (e.g. on the grounds of safety).
- We will comply with the requirements of The Commonhold and Leasehold Reform Act 2002.

**To keep you informed about how well we're doing we will publish the following performance measures each year:**

- % of tenants satisfied that their home is safe
- % of tenants satisfied that their home is well maintained
- % of tenants satisfied communal areas and clean and well maintained
- % of homes that are non-compliant with the Decent Homes Standard (quarterly)
- % of homes with a stock condition survey within the last 5 years (quarterly)