

Repairs and property maintenance service standards

Repairs

We will maintain our homes to comply with all relevant legislation and regulatory requirements.

All repair requests will be allocated a priority and either referred to a surveyor for inspection or an order raised to carry out the work.

Priority E	Emergency	To be completed or make safe within 24 hours
Priority A	Appointment	Either earliest available date or customer choice

Emergency out of hours service:

We will operate an out of hours service to deal with emergency calls from customers and others out of normal office hours. This service is operated by an external call centre provider.

Appointment system:

We will, where possible, offer customers an appointment for both pre-inspections by surveyors and for operatives to carry out repairs.

Pre-inspections:

The call centre will request pre-inspections to be carried out by surveyors in the following situations:-

- Where the work appears to be extensive
- Where it is not possible to determine what is required
- Where there is a recurring problem
- Where it is considered that further investigation is required.

Surveyors are required to complete all pre-inspections within five working days (seven calendar days) and provide the call centre with full details of the work required. The call centre will then process the request in the normal way, including contacting the customer to arrange an appointment as necessary.

We will complete post-inspections within 30 working days of issue.

Gas, oil and solid fuel appliance servicing:

We will carry out the annual inspection and servicing of all gas, oil and solid fuel appliances installed in our properties, including all supply pipework, to comply with legal requirements.

Smoke detectors:

We will carry out the annual inspection of smoke detectors and replacement of batteries as appropriate.

Electrical system testing:

We will regularly test electrical installations within properties to ensure the safety and correct operation of systems and conformity with regulatory and legal requirements.

Other plant and mechanical and electrical systems and equipment:

Other items such as stair lifts will be tested, inspected, serviced and maintained to ensure safety, continued reliable operations and compliance with legal requirements.

Planned maintenance and major works:

We will have a planned approach to the improvement, refurbishment and maintenance of our housing stock. Priorities and parameters are established through the asset management strategy and annual programmes of work are drawn up to reflect these priorities. Maintenance strategies are designed to ensure that there is a planned, integrated and structured approach to investment in the Group's property assets.

The types of work classified as planned will include:

- Kitchen refurbishments
- Bathroom refurbishments
- Reroofing works
- Upgrading or remodelling of properties
- Heating installations or system upgrades
- Works identified from responsive, cyclical and from reports from other sources where there is a low priority and benefits can be gained from packaging works into a contract.