



## Our planned maintenance offer and standards

We want your home to be warm, safe, secure and a comfortable place to live in. To make sure our rental homes and communal areas continue to be in good condition, our planned maintenance offer and standards show how we will invest in your home and the level of service to expect from us.

### We will....



make sure your home meets the Government '[Decent Homes Standard](#)'.



carry out redecorations, and appropriate repairs, of our internal and external communal areas. This is usually carried out when it's in poor condition or as per the terms of any leases.



replace or upgrade parts of your home when they are in poor condition and/or become unable to be repaired (e.g. kitchens, bathrooms, boilers, windows and external doors, electrics etc.). [Click here](#) for more information about our replacement programmes.

*Where the poor condition has been found to be due to wilful damage or neglect, we will aim to recover the costs from customers*



explain in detail what to expect when we are carrying out home improvement or decorative works. This will include; how long the work will take, what work is involved, what choices you may have, what we will do to try and minimise disruption, what disruption we can't avoid and what you may need to do to help.

### We know we've been successful in delivering our offer and standards when....



you are consistently rating our planned maintenance activities 8 or above out of 10.



you are consistently rating the quality of their home 8 or above out of 10.