

# Planned maintenance service standard



Our commitment to you

Developed together  
with customers





Our "planned maintenance service standard" outlines what you can expect from our teams, ensuring your home is well-maintained and improvements are carried out efficiently and respectfully

## **To ensure we know when further investment is needed, we promise to -**

- Visit your home every 5 years to check its condition and plan our improvement work
- Provide at least 4 weeks' notice before we visit you for a stock condition survey, giving you a convenient appointment date and time

## **When we're improving your home, we promise to -**

- Give you at least 4 weeks' notice before we start any work on your property
- Provide detailed information in advance about what we plan to do and offer you choices where possible
- Support you before, during, and after the planned works through a resident liaison officer (RLO) who will respond to any questions or concerns you may have
- Ensure the quality of the work is high and done right the first time
- Be polite, friendly, and respectful of your home while working
- Leave your home clean and tidy, taking all rubbish away when we're finished
- Make reasonable adjustments to how we undertake works to ensure that everyone can benefit from these
- Give you the opportunity to provide feedback on all planned works and respond promptly to any issues reported
- Learn from your feedback to improve our future service delivery

## **To support you in making improvements to your home, we promise to -**

- Provide clear advice and guidance on what improvements are allowed and tell you what conditions you need to meet
- Make adaptations to your home that help you live independently, based on occupational therapists' advice – and give you advice about other organisations that can help you, in line with our adaptations policy

## **In delivering this service standard, we promise to -**

- Ensure all our properties have data that is not older than 5 years
- Make all stock condition appointments at least 4 weeks in advance
- Contact all customers at least 4 weeks in advance of any works taking place
- Provide information about works to all customers before they start
- Have a VIVID representative (RLO) available to visit and provide information and assistance where required
- Deliver all works right the first time
- Contact all customers after works to ask for feedback
- Aim for an average customer satisfaction score of 9 or above out of 10
- Deliver all our planned programs
- Demonstrate how feedback has been used to improve future service delivery



# When our customers want to improve their own homes, we promise to:

- Acknowledge and either decide on or request further information for all home improvement requests within 10 working days
- Acknowledge and either decide on or request further information for all disabled facilities grant requests within 10 working days

