

Housing Maintenance Standards

We aim to provide you with a repairs and maintenance service that will maintain your home to a good standard.



Quality of accommodation

We will:

- Continue to invest in our homes and provide a planned maintenance programme to maintain decent standards
- Plan and prioritise a programme of works in advance
- Inform you in advance when we will be carrying out improvement works
- Provide contact details of the contractor carrying out the works.

Repairs and maintenance

We will:

- Provide a cost-effective repairs and maintenance services to homes and communal areas
- Meet all statutory requirements that provide for the health and safety of the occupants of our homes including Fire Safety
- We will provide a variety of ways for you to report a repair, for example by telephone, email and online
- Provide an emergency out-of-hours service
- Aim to offer an appointment at first contact
- Carry out repairs whenever we can without having to carry out a pre-inspection first
- Emergency Repairs aim to resolve within 48 hours
- All other repairs will be completed in a timely fashion and in accordance with the nature of the job
- Inform you who is responsible for paying the cost of repair at the time you report one
- Undertake inspections of a percentage of repairs to make sure they meet our quality standard after completion and carry out periodic inspections of your home in accordance with our legal obligations
- Provide an annual gas safety inspection by qualified engineers
- Provide you with a copy of the landlord gas safety record when the inspection is completed
- Take steps to secure access to a property where access is denied and where necessary use gas restrictor devices or take legal action. You may also be liable for these additional costs.