

Planned Maintenance for your Home



Working
together for
positive change



WHAT IS PLANNED MAINTENANCE?

- We want to make sure our properties are kept to the highest standard and your home is healthy, safe and secure for you to live in. Each year we carry out work to improve and modernise our properties.
- The Assets Team is responsible for the delivery of planned maintenance. This is done following careful planning to ensure we target those properties where work is most needed.
- We carry out 'planned maintenance' on our properties each year. This is when items such as external doors and windows, central heating systems, kitchen units and bathroom suites are replaced when they are reaching the end of their useful life.



Planned Maintenance

How will I know if my property has been selected for planned maintenance works?

When your property has been included within a planned maintenance programme you will receive a letter that will explain the nature of the works and advise which Choice Building Surveyor will be project managing the improvement work.

What happens next?

When major works are to be carried out in your home we will (together with the contractor) explain and agree the following with you:

- What the proposed work consists of
- When it will start and how long it will take
- Discuss any colour or layout choices you may have
- Discuss anything you need to do ahead of time (such as emptying your old kitchen etc)
- Discuss any particular needs you may have which might affect the works themselves or how the contractor might carry them out.

Finally we will check that the works have been carried out to a high standard and that you are satisfied with the work.

Will my rent go up?

Planned maintenance works does not have a direct impact on your rent. However, your rent is reviewed annually in line with inflation.

What happens if I do not want to have the works?

You can chose to refuse the works, but we recommend that the works are carried out. We will instruct the contractor to remove the works from the programme. If you change your mind it is not always possible to include your works back in to the programme. We will send you a refusal form which requires your signature.

Who should I contact if there is an issue?

Always contact the contractor first. You will be provided with their contact details. It is essential you give the contractors the opportunity to put right the mistake. If you are still concerned or unhappy, please contact Choice directly on 0300 111 22 11.

What happens after the works are completed?

You will receive a Tenant Satisfaction Survey and we would ask you to fill it out and return it to us. Your comments are appreciated and we will carefully consider all views and suggestions to help improve our service.

Contact Choice
0300 111 2211 or
enquiries@
choice-housing.org

Assets Team

The Assets Team deals with all planned works and co-ordinate the planned maintenance programme. One of the teams' Building Surveyors will take overall responsibility for the works in your home.

How can we help?

- Provide you with a Building Surveyor, and where necessary with a Tenant Liaison Officer who will oversee the works being carried out on your home.
- Give you the contact details of all relevant members of staff, including the contractors (if applicable).
- Help you decide the best solution when you are able to choose the design or colour of a particular item.
- Show you samples of materials to be used where these are available.
- Tell you when the work is due to start and finish, as well as keep you updated about the progress.
- Inspect the completed works to make sure they are finished to a high standard.
- Deal with any questions you may have during the course of the works.
- Make sure all of our consultants and contractors follow the Choice Housing code of conduct, as well as Health and Safety regulations.

How can you help us?

- Let us know of any medical requirements you might have.
- Provide access on the pre-agreed day.
- Always ask for personal identification.
- Keep your pets in another room away from the work.
- Keep children away from the works. We would request you don't leave children alone in the house during ongoing work.
- Clear away all personal belongings and money from the area where the works are taking place.



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Kitchen Replacement

Your home has been selected to have a new kitchen installed. This leaflet provides important information about the work and how it could affect you. Depending on the type of home you live in, the work may vary slightly from what is stated in this leaflet.

Consultation

Tenant consultation will be arranged before the works commence where you will be able to meet the contractor and foreman. They will discuss the work and deal with any concerns you may have with timescales and arrange access, although we do not need you to be present every day we will need some form of access. We will work around any arrangements/appointments where possible.

Please note timescales are subject to change and may vary slightly. If the contractor leaves your home for a few hours this may be normal; as there may be more than one property in your scheme being updated at once.

Kitchen Design

You will be visited by a kitchen manufacturer who will take final measurements. The kitchen will be designed around your existing white goods, eg, fridge, cooker and washing machine. If you are planning on buying new kitchen appliances or changing existing appliances please let the contractor/foreman know. The health and safety aspects of the kitchen are a priority, but we will facilitate your requests where we can. This may be subject to the contractor's approval.

You will get a choice of kitchens, this will include worktops, cupboard doors, handles and flooring. Flooring will

consist of slip resistant vinyl. The kitchen will be tiled in white tiles 5" x 5" square. The contractor will not fit your own tiles. The walls and ceilings will be painted. You will receive a copy of your choice of finishes.

Before the works start

- Dustsheets/plastic sheeting will be put down and any mess cleared away at the end of every day.
- You will have to remove everything from your kitchen cupboards, leave your cooker, washing machine and fridge in the kitchen, the contractor will move them.
- Any items left in your kitchen will be discarded.
- If you are unable to move things yourself, let your Scheme Co-ordinator know, (if applicable).
- Prior to the work beginning, you will have to store the items from the kitchen elsewhere in your home. However, we cannot be held responsible for any damage as a result of the move. A disclaimer form will be completed with you, if necessary, and the foreman will complete a visual condition survey for their records.
- When the contractor comes to begin the work, they will get you to sign a disclaimer (if necessary) and complete a visual condition survey for their records.

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When will the work start?

The contractor will agree a start date with you. If your circumstances change please contact the Services Centre who will direct you to the Asset Department. Please contact us as soon as possible, so that another date can be arranged.

How long will the work take?

The expected duration will be 7 - 10 days. Should any problems occur, which will affect the planned completion date, you will be informed as soon as possible.

What are the working hours?

The contractor's working hours are usually 8am to 4.30pm Monday to Friday. The contractor will pre-arrange a time for access with you each day.

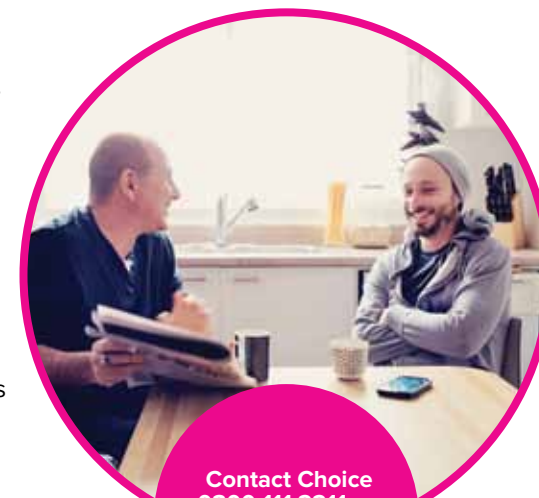
What about during the works?

During the day, whilst the work is being carried out, you will not be able to enter your kitchen. However, you can re-enter in the evenings and at weekends. Until your new kitchen is installed, a temporary sink will be provided at the end of each day, so that you can wash up and prepare food.

It will be necessary to disconnect your electricity for short periods throughout the work. You will be informed when this will occur. At the end of each working day, we will ensure that you have a full and safe electrical supply.

Please note that:

- **No redecoration allowance will be paid as the scope of works contains painting and tiling the effected surfaces.**



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Bathroom Replacement

Your home has been selected to have a new bathroom installed. This leaflet provides important information about the work and how it could affect you. Depending on the type of home you live in, the work may vary slightly from what is stated in this leaflet.

Consultation

Tenant consultation will be arranged before the works commence where you will be able to meet the contractor and foreman. They will discuss the work, deal with any concerns you may have with timescales and arrange access, although we do not need you to be present every day we will need some form of access. We will work around any arrangements/appointments where possible.

Bathroom design

The health and safety aspects of the bathroom are a priority for Choice Housing.

We will aim to replace your bathroom in a way which leaves it looking similar to whatever was installed previously.

A new easy flush close-coupled toilet, sink with pedestal, bath with over shower, white wall cladding around the bath, shower curtain, choice of floor covering, remainder of the walls and the ceiling painted. A new ceiling light will be fitted. If you have a disabled adaptation shower it will remain the same.

Before the works start

- Dustsheets/plastic sheeting will be put down and any mess, cleared away at the end of every day.

- You will have to remove all personal items from the bathroom. Please note the contractor will remove toilet roll holder, towel rail etc.
- Any items left in your bathroom will be discarded.
- Prior to the work beginning, we will be able to assist in moving furniture/appliances, however, we can not be held responsible for any damage as a result of the move.
- When the contractor comes to begin the work, they will get you to sign a disclaimer (if necessary) and complete a visual condition survey for their records.



Planned Maintenance

When will the work start?

The contractor will agree a start date with you. If your circumstances change please contact the Services Centre who will direct you to the Asset Department. Please contact us as soon as possible, so that another date can be arranged.

How long will the work take?

The expected duration will be 5 days. Should any problems occur, which will affect the planned completion date, you will be informed as soon as possible.

What are the working hours?

The contractor's working hours are usually 8am to 4.30pm Monday to Friday. The contractor will pre arrange a time for access with you each day.

What about during the work?

During the day, whilst the work is being carried out, you will have limited use of your bathroom. The toilet will be the priority to replace first. The toilet will be left in working order each night. You will have limited washing facilities for the duration of the works.

It will be necessary to disconnect your water for short periods throughout the work; you will be informed when this will occur. At the end of each working day, we will ensure that you have a full water supply.

Please note that:

- **No redecoration allowance will be paid as the scope of works contains painting and tiling the effected surfaces.**



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Windows and Doors Replacement

Your home has been selected to have your windows and doors replaced. This leaflet provides important information about the work and how it could affect you. Depending on the type of home you live in, the work may vary slightly from what is stated in this leaflet.

Consultation

Tenant consultation will be arranged before the works commence where you will be able to meet the contractor and foreman. They will discuss the work, deal with any concerns you may have with timescales and arrange access, although we do not need you to be present every day we will need some form of access. We will work around any arrangements/appointments where possible.

Before the works starts

- Dustsheets/plastic sheeting will be put down and any mess, cleared away at the end of every day.
- You will need to remove everything from your window sills and external doors.
- If you are unable to move things yourself, let your Scheme Co-ordinator know (if applicable).
- Prior to the work beginning, we will be able to assist in moving items, however, we can not be held responsible for any damage as a result of the move.
- When the contractor comes to begin the work, they will get you to sign a disclaimer (if necessary) and complete a visual condition survey for their records.

When will the work start?

The contractor will agree a start date with you. If your circumstances change please contact the Services Centre who will direct you to the Asset Department. Please contact us as soon as possible, so that another date can be arranged.



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How long will the work take?

The expected duration will take 3 – 7 days. Should any problems occur, which will affect the planned completion date, you will be informed as soon as possible.

What are the working hours?

The contractor's working hours are usually 8am to 4.30pm Monday to Friday. The contractor will pre arrange a time for access with you each day.

What about during the work?

The Contractor will take the old window and external facing doors and replace with the new ones. There will be additional works to seal and complete the installation. We are aware that this is your home and we endeavour to keep disturbance to a minimum.

Please Note:

- **No redecoration allowance will be paid for window and door replacement.**



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Contractor:

Foreman:

Building Surveyor:

Asset Liaison Officer:
