

- Consult customers on maintenance work planned for their estate or housing scheme
- Give customers a say in how planned maintenance work is done to their home
- Give at least 28 days notice of any planned maintenance work which is likely to cause significant disruption
- Aim to minimise the disruption and disturbance to the customer's home and lifestyle when undertaking planned maintenance work
- Inform customers in writing about works to be carried out
- Provide temporary alternative accommodation for the duration of works in circumstances where a property is uninhabitable as a result of the works required to be carried out

Two Castles Housing Association



WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

North West Region

3 Castle Street Carlisle
Cumbria CA3 8SY
Tel: (01228) 547463
Fax: (01228) 597822

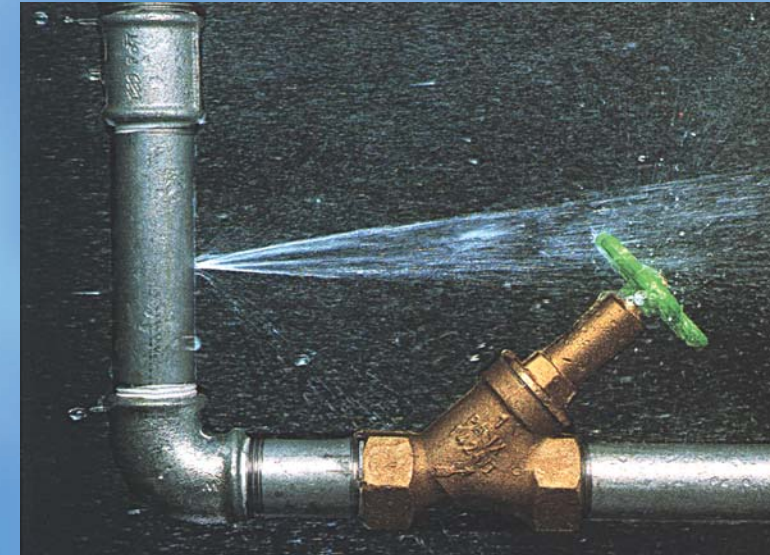
Catherine Mill Catherine Street
Whitehaven Cumbria CA28 7QT
Tel: (01946) 591848
Fax (01946) 591880

3 Angel Yard 21-23 Highgate
Kendal Cumbria LA9 4DA
Tel: (01539) 733319
Fax: (01539) 730175

North East Region

154 New Bridge Street
Newcastle upon Tyne NE1 2TE
Tel: (0191) 2614774
Fax: (0191) 2619692

repairs and maintenance



Two Castles Housing Association



Opening more doors for more people

Our service objective

To keep the Association's housing stock in good, safe repair and at the Association's lettable standard by providing an economic, efficient, effective, and customer-centred repairs and maintenance service.

What are our standards for responsive repairs?

We will:

- Provide residents with access to a 24 hour emergency service
- Respond to emergency repairs within 24 hours
- Respond to urgent repairs within 7 working days
- Respond to normal repairs within 28 working days
- Give priority to repairs for households with vulnerable people

- Treat as emergencies 'make safe' repairs to homes of victims of harassment
- Give priority to repairs where a rapid response will avoid significant energy wastage
- Carry out repairs at a time to suit the customer wherever possible
- Include penalties in repair and maintenance contracts so that the contractor is liable to pay the customer compensation if it breaks an appointment without good reason

What are our standards for Planned Maintenance?

We will:

- Aim to inspect a proportion of properties at least once every five years e.g. through stock condition surveys
- Aim to minimise the amount spent on responsive repairs and maximise the amount spent on planned major repairs
- Have a timetable for testing and servicing installations and services provided by the Association and relate the timescales to the type of appliance and the circumstances of residents e.g. annual gas safety check
- Have cycles for external painting and future redecoration of internal communal areas involving customers in decisions about the type of decoration and the colour scheme and timescales for the work
- Renew floor coverings, fixtures and fittings in communal areas in consultation with residents