

Planned Maintenance



Service Standards



We can help



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

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| Bengali | আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন। |
| Gujarati | તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો. |
| Hindi | हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें |
| Punjabi | ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ |
| Chinese | 我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。 |
| Farsi | ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریافت کنید. لطفاً از یکی از کارکنان تقاضا کنید. |
| Urdu | ہم آپ کی اپنی زبان میں ان معلومات کو سمجھنے میں آپ کی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔ |
| French | Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel. |
| Polish | Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu. |
| Portuguese | Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários. |

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS

The Media Centre, 6 Friendly Street, Huddersfield HD1 1RD

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

Our Aims

Planned maintenance is maintenance work that is carried out on or around your home at regular intervals. The purpose of this work is to maintain or improve the standard of your home. Doing maintenance jobs in regular cycles is more cost effective than just doing repairs when something breaks down. It is also usually more convenient for you. Instead of the inconvenience of something breaking down and then having to wait until a contractor can come out to repair it, planned work means less repair problems arise. Also you get advance notice of when the work is due to be done.

Examples of planned maintenance include:

- Painting of doors and windows
- Doors and window replacements
- Annual servicing of gas boilers and heaters
- Kitchen and bathroom replacements
- Roadway and paving repairs or renewals etc.

Connect aims to spend 70% of its annual maintenance budget on planned works. The other 30% is spent on repairs that you report on a day-to-day basis and on repairing properties that are let to new tenants.

In order to invest effectively, we plan to replace many items within a "standard life-cycle". This is an average length of time that something is expected to last before it needs to be replaced or renewed. This length of time attempts to balance getting the best value for money from an item but making sure it gets replaced before it completely breaks down. For example, we currently aim to replace kitchens and boilers every 15 years, and bathrooms and whole heating systems every 30 years. We use these "standard life cycles" to plan our planned maintenance programme, which we publish every year.

Leeds Office
205 Roundhay Road
Leeds LS8 4HS
Tel: 0113 285 0400
Fax: 0113 234 0482
minicom: 0113 235 0416

Huddersfield Office
The Media Centre
6 Friendly Street
Huddersfield HD1 1RD
Tel: 01484 353530
Fax: 01484 353545

Email: corporate.services@connecthousing.org.uk

Website: www.connecthousing.org.uk



A charitable housing association



Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a * are measured and monitored. However, if you spot that we fall short of the standards that we have described, please contact a member of the *Community Services Team* or the *Service Improvement Team* and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

For further information and advice about the Planned Maintenance, please call 0113 285 0404.

Our Commitment

We have a commitment to complete the works listed in our annual published planned maintenance programme within the timescales stated. We will publish this programme in the summer edition of "Get Connected". Please request a copy of the current programme if you haven't seen it yet.

We are also committed to involving tenants in the programme and to getting your feedback on how it goes. To do this, we consult with the Connect Residents' Federation about the content of the programme. We also consult more widely about materials, components and life cycles eg for kitchens, bathrooms etc.

If works are planned on your estate or in your home, we will:

- Tell you about scheduled planned works to give you a chance to comment and to have input into the plans.
- Tell you about any planned works on your estate that may cause disruption to your home.
- Give you a menu of choices (e.g. choice of colour, finish, etc.), if it is possible within budgetary restrictions.
- * Write to you about two months in advance of the planned work's start date in order to warn you about when it will start and to tell you what it will involve.
- Write to you nearer the start date to give you specific details of any possible disruption.
- If the work affects your home directly, give you an appointment date and time for the work to start, and tell you how long it will take.
- Give you a contact name, phone number and ID for a named responsible member on the contractor's work team.
- Tell you which Connect staff member has responsibility for the work so that you can contact them with any questions that you may have.
- Tell you what you may need to do to prepare for the work (e.g. moving



valuable items, what to do with pets, etc.).

- Give you out-of-hours and emergency contact details to use if any problems arise because of the work being carried out.
- * Give you details of how to make a complaint if you decide you need to make one.

We really want this work to be carried out with the minimum amount of disruption. However, by its very nature, maintenance work can be disruptive and we are very grateful for your cooperation in this process. The end result will be to keep your home in as good a condition as possible ... for your benefit and for ours.

* When the work is finished, we will ask you to fill in a customer satisfaction survey so that we can continue to work on and improve our service to you.

Contractors' Code of Conduct

We have a detailed Code of Conduct that we expect all of our contractors to follow. We remind them that they are working in your home and that they must, at all times, respect you and your property. We have instructed our contractors that they must:

- * Make an appointment to carry out work whenever that work needs access to your home.
- * Arrive promptly at the agreed time to have the work done.
- When a delay is unavoidable, explain the reason for the delay to you as soon as possible and agree an alternative appointment with you.
- Leave a calling card if you are not in when access is needed.
- * Wear and show identification cards before seeking entry for the first time.
- Not smoke in your home.
- Not play radios in or near your home.

- Always use dust sheets when any dust and debris is likely to be caused by the work.
- * Clear away any rubbish and clean up at the end of the day.
- When it is necessary to temporarily disconnect utilities (gas, water or electricity), tell you in advance and keep any interruption to a minimum.
- Take particular care in homes where there are small children, particularly with regard to sharp tools and toxic substances.
- Be considerate when working in the home of elderly or disabled tenants, particularly with regard to any restrictions or impediments to movement around the house due to tools and materials. Maintain acceptable levels of warmth and comfort.
- * Be courteous and respectful at all times. Never use bad language.
- Not use any of your facilities without your permission.
- Take all reasonable steps to ensure the security of your property and possessions.

If any of our contractors fail to keep to these standards, we would be grateful if you could let us know and provide us with all the background information so that we can correct the matter.

In the interests of all concerned, we have instructed our contractors, if they find themselves in difficult or potentially violent situations, that they must leave the site and contact Connect immediately. We ask that you treat our contractors with all courtesy.

