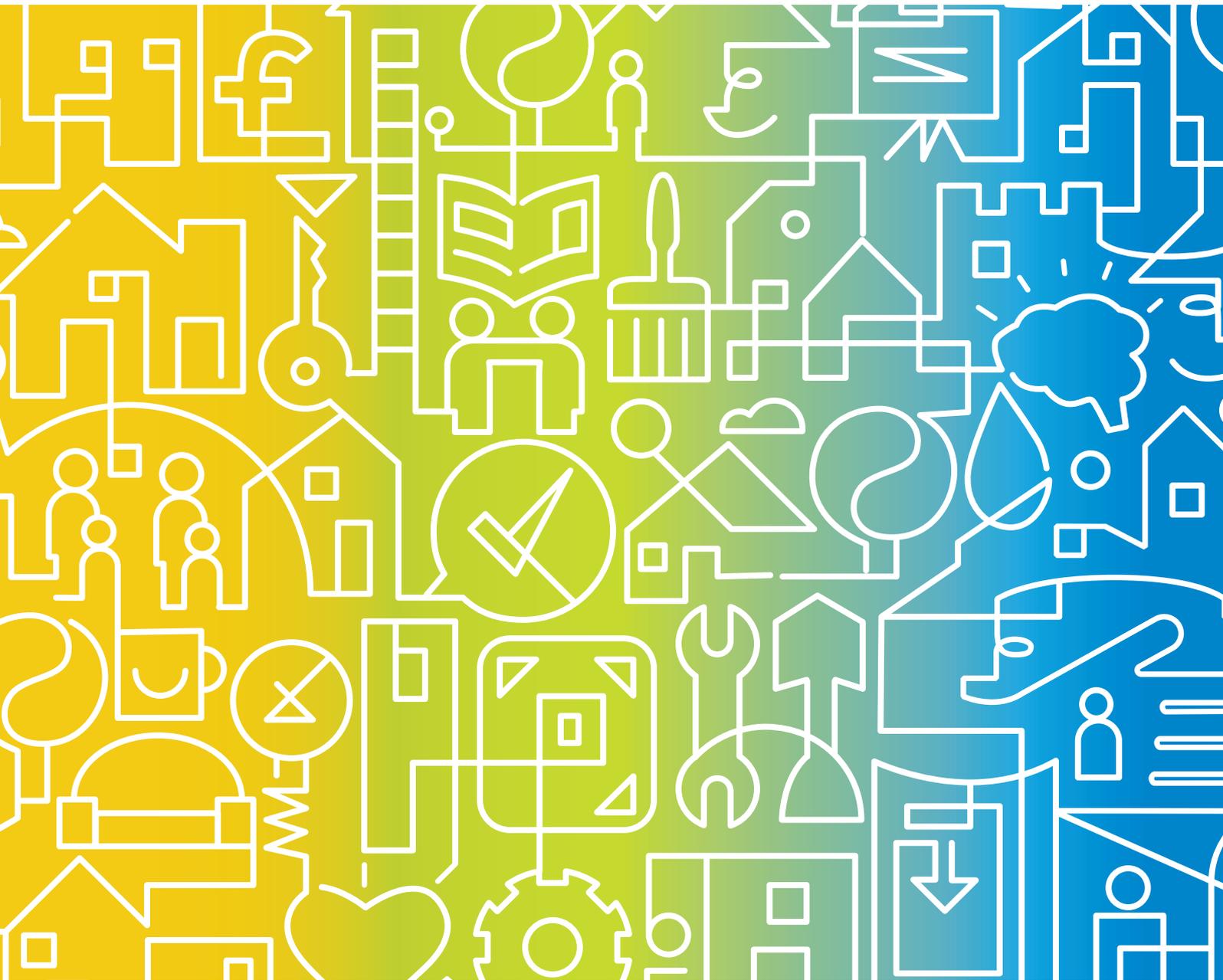
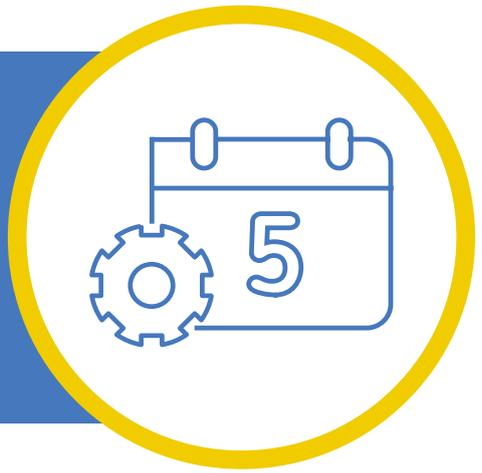
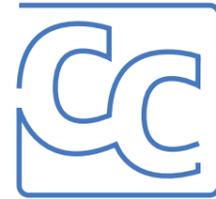


Connect Commitments: Planned Work



Introduction



The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

How will you know if connect keeps these standards?

If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.

 **All standards that are marked with a gold star are measured and monitored.**

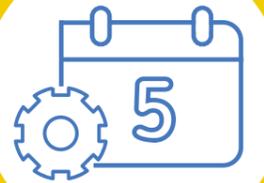
We will report performance against this standard every year to tenants.

In addition, a tenant group will look at the results in much more detail.

If these standards are not met, you can:

-  Let us know so we can put it right as soon as possible.
-  Make a formal complaint (see leaflet "How to Make a Complaint").
-  Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.

Connect Commitments: Planned Work



- We will maintain or improve the standard of your home through programmes of planned work.**
- We will give you plenty of notice about when the work is due and what you will need to do to prepare for it.**
- We will give you as much choice as is possible within the funds we have available.**
- We will make sure that the contractors respect both you and your property.**

What is planned work (or planned maintenance)?

Regular work that is done every few years such as:

-  **Annual servicing of gas boilers and heaters**
-  **Painting of doors, windows and communal areas**

Or work to replace such things as:

-  **Kitchens and bathrooms**
-  **Doors and windows**
-  **Roadway and paving—repairs or renewals**

Planned Work is not a simple repair that you phone us about and we come to fix within a few days. Planned Work is organised well in advance and you will get lots of notice of when the work is due.

How will we do this?

Working in your home

Before the work starts

-  We will write to you two months before the Planned Work is due. We will let you know what and when it will happen and what you will need to do.
-  When there is a choice about colours, styles and finishes, we will tell you what choices are available and how to make your selection. We will give you two weeks to choose. Whenever possible, we will make samples available for you to look at to help you decide. We will ensure that your choice is in stock and is available to be fitted.

We will give you a chance to discuss additional enhancements with contractors which are over and above the specifications provided by Connect.

For example, you might want to provide your own tiles or paint for kitchen and bathroom refurbishments, rather than choose from the selection offered by Connect. The contractor will be clear about any additional costs.



During the work

We will visit you or phone you shortly before the work is due to start. We will give you the name and contact details of a Connect member of staff who has responsibility for the work so that you can discuss any queries or problems with them. We will also give you contact details for a senior manager from the contractor.

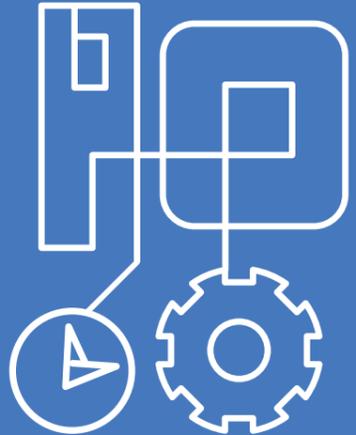
Our contractors will work continuously (within working hours) to complete the work in your home.

If you tell us that there is a problem, we will contact you to find out what has happened. We will then try to resolve the problem as quickly as possible.

We have a clear standard for repairs technicians who visit your home

We expect that Connect staff and contractors will:

- Turn up on time.
- Introduce themselves to you and show ID if you ask for it.
- Be professional, respectful and courteous at all times.
- Explain what they are doing.
- Protect your home while they work.
- Leave your home clean and tidy.



Getting your input into the programme for planned work

 We will consult with the Connect Residents Federation (CRF) every year about the content of the planned works programme and also review performance against the previous year's programme. We will publish details of the coming year's programme in our tenant magazine - "Get Connected".

We will involve tenants in decisions about the materials and the specifications used for planned works programmes.

If work is being planned for part of the estate that you share with others or for work that may cause disruption to your home, we will consult you and other tenants about the proposals.

Getting it right

We aim to deliver a high quality service and product in all aspects of our maintenance service. Our approach to quality assurance starts before any work is actually done, and continues until well after it is completed. Here are the key points:

-  We recruit staff and contractors, that have high levels of technical skill, but also a positive attitude and behaviours which reflect Connect's values.
-  We provide induction and regular training to our staff, and require our contractors to do the same, to ensure that we provide services to the standard set out in this booklet.
-  We use good quality tools and materials to carry out repairs, and take care to protect surrounding areas and belongings as far as reasonably possible.
-  We work to legal requirements and published good practice.
-  Our senior staff monitor the quality of the work and behaviours that the Technicians and contractors deliver, both during the maintenance operations and after it has been completed.
-  In specialist areas of work (eg. gas and lifts) we use expert consultants to provide an independent quality check of a sample of the work carried out.
-  We conduct customer satisfaction surveys on all maintenance operations.
-  We monitor complaints and other feedback and learn from problems that have arisen.
-  We examine our maintenance records to identify patterns of repairs, and aim to design interventions that will reduce the incidence of such problems.
-  We will report on these quality assurance measures and monitoring regularly to the CRF and Board.

How you can help us

-  Please respond promptly to requests for information and with any choices that you are asked to make.
-  Please pay the cost of any additional work that you have asked for which is above the Connect specification when you are asked.
-  Please be in for appointments that have been agreed with the contractors and allow them to get into your home. We cannot allow you to "opt out" of essential work such as the annual gas safety check, electrical upgrade checks or other work that is related to the safety of you and your home.
-  Please prepare your home for the work as requested (e.g. remove the contents of your kitchen to another room before the contractor comes to fit a new one). If you physically cannot manage this, please let us know.
-  Please treat our contractors and staff with courtesy.

Frequency of works

In order to invest effectively in your home, we plan to replace many items within a "guideline 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 also making sure that it gets replaced before it breaks down.

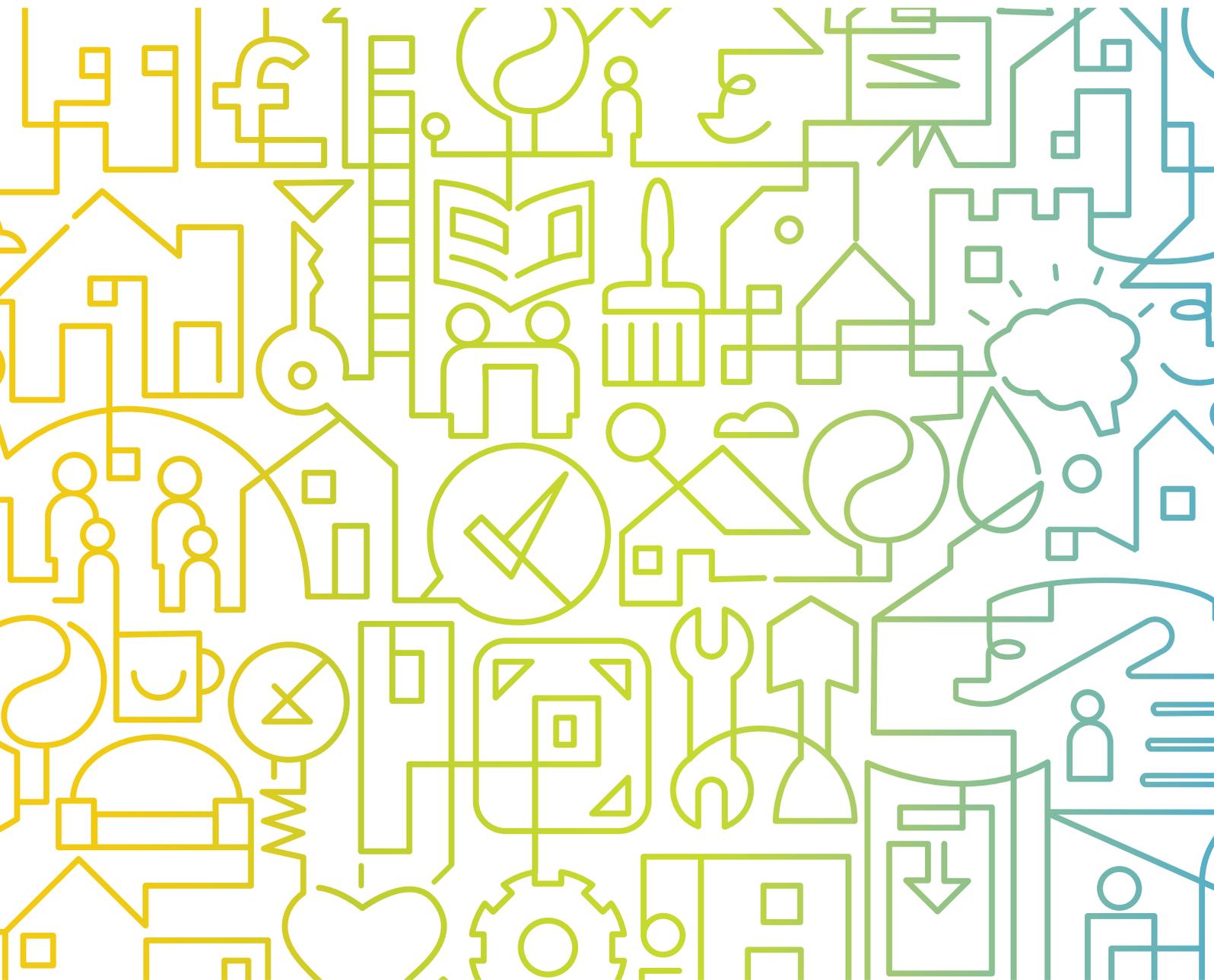
For example, we currently expect the following items to last the stated number of years:

Kitchens: 15 years	Bathrooms: 30 years
Boilers: 15 years	Windows: 30 years
Doors: 20	

We use these "guideline life-cycles" to make plans for programmes and expenditure, but they do not mean that you will get an individual replacement exactly in the year 5, 15 or 30 years after the last replacement. They are just guidelines and we will consult with tenant representatives about what is a reasonable life-cycle length so that you get the best value for money.



Connect Commitments



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