

GUIDE TO PLANNED MAINTENANCE



**AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION**



The work we do for you falls into three main categories:

- Responsive Repairs
- Planned Maintenance
- Improvement Works

This guide describes how we deal with Planned Maintenance. There are separate guides for repairs and improvements which you can get from your local neighbourhood housing office, Once Stop Centre or by telephoning **0800 915 6660**.

There are two ways we organise planned maintenance. These are:

- Batched Work
- Cyclical Maintenance



Batched Work

To be more cost effective, if work is not urgent we batch it together and complete it at one time. By doing 10 jobs in an area at one time it is less costly than visiting 10 different times. It saves on travelling time, fuel, administration etc. In this way we are able to carry out more work for the same money. Examples of the type of work we try to batch are shown below.

Kitchens and Bathrooms
External Doors
Window Frames
Plastering
Tarmac Footpaths
Fascias, Soffits and Rainwater Goods
Fencing and Gates
Roof Work/Chimney Stacks
Concrete Footpaths and Flagging
Canopy's and Porches
Outhouse Doors
Brickwork Pointing

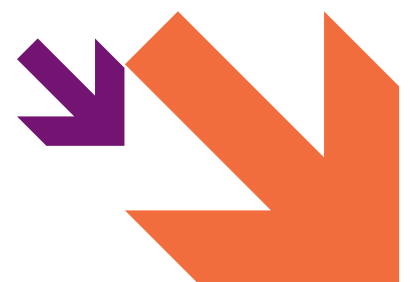
Batched work could include simple repairs or complete replacement e.g. a new kitchen.



Cyclical Maintenance

Certain types of work we need to carry out on a periodic basis. This is to ensure it is safe and in good condition. Some of these we are required by law e.g. gas servicing, others because it is good practice. Examples of the type of work we carry out on a cyclical programme include:

- Servicing Lifts, Stair Lifts and Step Lifts
- External Painting
- Internal Painting to Communal Areas
- Gas Servicing
- Electrical Testing
- Fire Alarms
- Emergency Lighting
- Smoke Detectors
- Controlled Entry Systems
- Stock Condition Surveys
- Fire Risk Assessments
- Refuse Chute Inspections
- Structural Surveys to High Rise Flats





WHAT YOU CAN EXPECT FROM US

Batched Work

We will

- Notify you by letter within five working days, that your kitchen, bathroom, isolated window or external door work etc. has been included in a programme along with other work of the same type. For minor repairs we will complete the work within 60 days.
- Give you a start date for larger type works e.g. renewals.
- Start on the agreed date. If you cannot meet the original date you must contact the contractor as soon as possible to arrange an alternative date.
- Give you the contact number for the contractor in case you have any concerns or problems

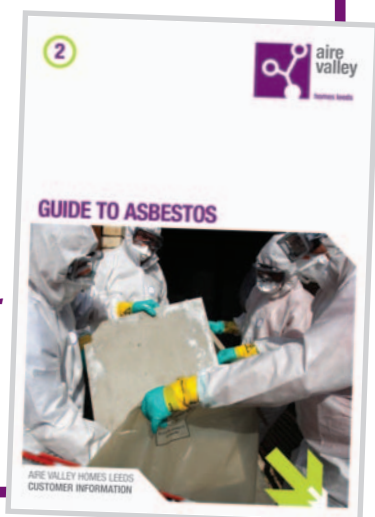
Asbestos

Asbestos has been used in various ways in the building industry for many years. Although it is now illegal to use asbestos in the construction or refurbishment of any premises, as long as the asbestos remains in good condition and is not disturbed or damaged there is little risk to health. Asbestos is only a risk to health if asbestos fibres are released into the air and breathed in.

We will

- Sample any suspected asbestos found when a contractor is carrying out any kind of work in your home
- Arrange for the asbestos to be removed by a licensed asbestos contractor if asbestos is found and is preventing work being carried out without disturbing the asbestos
- Monitor the condition of the asbestos annually if the sample is found to be positive (asbestos is present) but this is not preventing the work you have requested to be carried out and is not detrimental to you and your family

If you accidentally damage an area of any substance known or suspected to be asbestos, you must notify us as soon as possible and we will have the damaged area sampled and if asbestos is found, arrange for it to be removed by a licensed asbestos contractor. See our *Guide to Asbestos* for further information.



New Kitchen

We will

- Contact you a short time after you have received the acknowledgement letter to arrange a suitable date/time for a planning officer to visit your home, to discuss and design your new kitchen layout
- Provide a design of the kitchen to include all your appliances and give you an option on a number of different material finishes including wall tiles
- Determine if your home needs to be rewired or have any asbestos materials removed to facilitate the installation of your new kitchen
- Contact you to arrange a suitable day for the work to be carried out, a Project Liaison Officer may also contact you or visit you to make sure you fully understand how the work will progress

New Bathroom

We will

- Arrange for our contractor to contact you a short time after you have received the acknowledgement letter to arrange with you when it is a suitable for them to carry out work to your bathroom

New Isolated Window

We will

- Arrange for our contractor to contact you a short time after you have received the acknowledgement letter to arrange with you when it is a suitable for them to install your new window. The contractor may need to visit your home to measure up for the window.

New External Door

We will

- Arrange for our contractor to contact you a short time after you have received the acknowledgement letter to visit your home to measure the door and frame
- Offer you a choice of door styles
- Arrange with you when it is a suitable for the contractor to install your new door



Servicing of Equipment, such as lifts and controlled entry systems

All equipment has manufacturer's recommended or legal service periods varying from monthly to annual.

We will

- Service all equipment to current recommendations or legal requirements, as a minimum
- Try to rectify any equipment defect within 24 hours, dependant on availability of parts
- Attend to a lift failure within 7 hours and repair the lift within 24 hours
- Undertake Fire Risk Assessments, where appropriate, annually

We ask that you

- Notify us promptly where you experience any equipment failures, or damage to equipment.

Gas Servicing

It is a legal requirement for us to test gas appliances on an annual basis. We also service appliances at the same time to keep them running efficiently.

We will

- Notify you by letter that the gas equipment and pipework in your home is due for an annual test and service, prior to the anniversary of the last gas service.
- Provide a start and completion date of when the gas contractor will be in your area to carry out the test and service.
- Ask you to arrange an appointment with the gas contractor identified in your letter to have the test and service carried out.
- Ensure the contractor carries out the test and servicing on the agreed date and that any defects are rectified so it is safe to use.
- Ask our contractor to leave a card if they can't gain access, asking you to contact them to make an appointment. If you do not respond, two more calls will be made.
- Commence legal action if after three visits we still haven't managed to gain access to service your appliances. The law refers to this as the Section 54 process. You would receive a letter informing you that you must provide access under the terms of your Tenancy Agreement at the time and date stated. If access is gained no legal proceedings will be taken. **If we still can't get into your home we will start legal proceedings. We will refer the matter to court for permission to gain access to your property. You could have to pay any court costs.**





Painting

We will

- Carry out a 10% quality check of all completed works.
- Record the findings of the quality checks to monitor trends.

Externally we will:

- Undertake a seven year painting programme for timber doors, timber windows, gutters, fascia boards, soffits and rainwater pipes
- Carry out any necessary resin repairs to timber prior to painting and identify any doors and windows that require replacement.

Internally we will:

- Undertake a four year painting programme for communal areas and stairwells
- Consult with customers on major changes to decorative finishes.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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