

Planned Investment

We invest in our homes to make sure they're modern, fit-for-purpose and energy efficient. So, no matter whether we're replacing your heating system, kitchen or bathroom we know our works will improve the safety, efficiency or quality of your home.

To make sure we're focusing on the right things, we complete regular surveys of every one of our homes so we understand what will make the biggest difference.

We will:

- **Complete a Property Condition Survey** at least once every five years (also known as a Stock Condition Survey) – to make sure your home is working as it should, and to help us plan our investment programme
- **Send you a letter at least 7 days before we visit your home** – to give you notice of your Property Condition Survey
- **Keep you informed when we'll carry out works in your home** – and send a letter confirming what works we'll be completing and to schedule an appointment to visit your home
- **Make it easy for you to rearrange your appointment** – you can contact us in a way and at a time that works for you, and we'll confirm your new appointment directly with you
- **Let you know in advance if we need to make a change to your scheduled appointment date** – we'll also send you a new appointment letter, so you're kept fully informed.
- **Let you choose what's right for your home** – if we're completing works that have options, like fitting new kitchen cupboard doors, we'll let you pick your favourite before we start installation
- **Explain exactly what we're there to do** – before we start any works in your home, we'll tell you what we're doing so you know what to expect



- **Treat your home with care** – we'll respect your space and belongings, leaving everything as we found it
- **Keep you updated every step of the way** – so you always know what's happening in your home
- **Complete works as quickly as possible** – doing all we can to limit any disruption to you and your household



Need to know

To make sure you're updated while we're completing works in your home, a dedicated Customer Liaison Coordinator will be assigned to you. This is so you can raise any questions or concerns you have quickly and easily.

Your Customer Liaison Coordinator will work with the contractor completing the works and will make any appointments necessary, keep you updated on progress and let you know what to expect.

Timescales

How long works take to complete depends on a number of things such as how old your home is, the condition of existing utilities and fixtures, how quickly we can visit your home, if we come across any unexpected issues and even the weather, if we're working outside.

However, we aim to complete all works in the following timescales:

- **Kitchen replacements** – within 10 working days
- **Bathroom replacements** – within seven working days
- **Boiler replacements** – within two working days
- **Roof replacements** – within 15 working days
- **Window and door replacements** – within three working days

Inspecting all works

We take your safety seriously and to make sure all works meet our standards, a member of our team will inspect your home and sign off on everything that's been completed. If works aren't good enough, we'll rearrange for it to be fixed right away.

Once we're happy with the works that have taken place, we'll ask you to sign a Customer Quality Document to confirm you're also happy with everything.

Did you know?

Any work we complete in your home is subject to a 12-month defect period. This means if anything goes wrong, you just have to let us know and we'll arrange for it to be put right as soon as possible.



Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will