

Planned Maintenance

It's important to us that every one of our homes is safe and well-maintained, and where possible, we want to tackle issues before they happen.

So, we carry out regular planned maintenance inspections and checks to keep your home in good condition and working as it should. Some of the works we complete mean we need to enter your home, such as:

- Electrical safety checks
- Gas and heating safety checks
- Fire Door and alarm checks and inspections
- Lift maintenance checks

All Planned Maintenance helps keep you and your household safe and makes sure your home meets modern standards and regulations.

We will:

- **Follow all relevant regulations and standards** – to making sure your home is safe and comfortable
- **Write to you at least seven days before we visit** to let you know about your planned maintenance appointment
- **Keep you informed if anything changes** – if we can't make your appointment, we'll contact you to explain and reschedule
- **Let you know when we've visited** – if you're out, we'll leave a card so you can get in touch and rearrange your appointment
- **Make it easy for you to rearrange your appointment** – you can contact us in a way and at a time that works for you
- **Send another letter with a new appointment** – if you don't contact us to rearrange, we'll send you another letter with a new appointment. You'll receive this second letter at least 7 days before our visit, giving you another opportunity to rearrange your appointment, if need be
- **Follow any instructions you've given us about visiting your home and provide any support you need during your visit.** If you've told us about any specific needs you have, we'll make sure we're completing our works in a way that meets your requirements



- **Try three times to visit your home and complete our planned inspection** – it's important we complete all our inspections and checks, so if we can't get into your home, we may need to take legal action. This is so we can be sure your home is safe
- **Treat your home with care** – we'll respect your space and belongings, leaving everything as we found it



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

Want to know more?

Find out more about the different inspections we complete and when we'll need access to your home by reading our [Landlord Compliance Policy](#) now.