Planned Works

Our priority is to ensure that your home is warm, safe and comfortable to live in and meets the Decent Homes Standard. We are also committed where feasible to introducing energy efficiency measures to your homes. These improvements may include such items as cavity wall and loft insulation, new windows and doors, and solar panels, which of these are provided may vary depending on the type of property you live in. We always aim to help towards reducing our carbon footprint and energy bills.

What you can expect from us

To receive a planned works service where we:

- undertake regular property condition surveys
- review the property condition surveys and plan in works, as required
- deliver high-quality planned works that enhance our residents' safety, sustainability, and quality of life, covering items, such as:
    - kitchens
    - bathrooms
    - roofs
    - windows and doors
    - structural repairs and energy efficiency upgrades
    - internal and external refurbishments.
- where works have been identified, we will communicate with you and provide details of the works and who will be undertaking the works
- check if you have any particular needs or vulnerabilities we need to consider before undertaking works, so we and our contractors can make appropriate adjustments
- provide you with a direct contact for planned works and the contractors details
- the contractor will provide you with a programme of timescales for the works
- where applicable, we will follow the statutory Section 20 consultation with leaseholders'
- aim to undertake works with the minimal disruption
- offer choices where possible
- to undertake regular checks on the progress and quality of works during and on completion
- encourage feedback on completion to aid improvements of future projects.

We will measure our success by:

- regular contractor meetings
- regular site visits before, during and after the works

- delivering high quality works to agreed timescales, ensuring safety is maintained and all relevant standards are adhered to
- residents being satisfied with the contractor and the works completed
- the number of properties receiving planned works
- the number of properties receiving energy efficiency measures
- ensuring lessons learnt are implemented in future projects.