

# Planned & Cyclical Maintenance



How Unity decides what needs replacing and when

## Planned & Cyclical Maintenance

**Planned Maintenance** means programmes of bigger works, like kitchen or boiler replacements.

**Cyclical Maintenance** means things that need doing regularly, like gas safety checks or repainting the outside of our homes.

## The Decent Homes Guidance

The Decent Homes Guidance refers us to the 'Housing Health & Safety Rating System' (HHSRS). The HHSRS is a risk assessment system. It looks at the likelihood of something hazardous happening in the next 12 months and how serious the outcome would be. It relies on inspectors opinions about a dwelling and any risks present. The Decent Homes Guidance says homes must have:

- effective insulation and efficient heating and they also have to meet the following standards (preferably all of them but they can fail on two and still pass the standard):
  - a reasonably modern kitchen (20 years old or less)
  - a kitchen with adequate space and layout
  - a reasonably modern bathroom (30 years old or less)
  - an appropriately located bathroom and toilet
  - adequate insulation against external noise (where external noise is a problem)
  - and adequate size and layout of common areas for blocks of flats

## How does Unity decide when, where and what to replace?

The Decent Homes Guidance gives guidelines on how long fittings and fixtures should last. We think that these times are too long, especially when previous tenants looked after a home badly.

How long should they last?

	Decent Homes' Target	Unity's Target
Kitchen	20 years	15 years
Bathroom	30 years	25 years

Our last major stock condition survey was in 2007, which means that we paid surveyors to look at a sample of our housing stock and tell us what condition it was in. There is a **Planned Maintenance Programme**, which identifies the estates and outlines the works we plan to complete over the year. You can find details of what we will be doing and in which areas on our website [www.unityha.co.uk](http://www.unityha.co.uk).

## Standards of work

When we are doing a major replacement programme (e.g. kitchens, boilers, windows), we will try to do your whole estate, scheme or area at the same time, so all residents get treated fairly. Sometimes we have to replace things early (e.g. when a home is empty and the previous tenant hadn't looked after the property.

When an estate/area is due for a replacement programme, we will check what we need to do. We will check what items in your home have already been replaced - we will not waste money by renewing items that are in good condition.

## Kitchens

If your kitchen is being replaced, we will write and let you know. We will give you options, so you can choose a kitchen that you really like. You can see the options in our kitchen choice brochure. We will ask for your feedback on how satisfied you are with the end result.



## Repainting external/communal areas

We will repaint the outside of your home every 5 years. Prior to repainting, we will inspect your home and/or estate and will repair any fittings that need it (like fencing, gutters, doors). We will ask for your feedback on how satisfied you are with the work.

## Keeping you informed and involved

We will publish our Planned & Cyclical Maintenance programmes at least once a year in Unity News, and publish how satisfied our tenants are with these programmes.

We will give you a range of opportunities to get involved in how your home is maintained. They include being a member of our Tenant Panel or filling in feedback surveys.

## Gas safety checks

Every year, we have to do a gas safety check at your home. We also service your gas appliances and check your smoke alarm at the same time.

Gas contractors will write to you to give you an appointment for your gas safety check. Appointments are morning (8am - 1pm) or afternoon (12 - 5pm). You must be in for this appointment, or contact us to rearrange it for a different time.



If you have to take time off work or education to wait in for our contractors, ask us for a 'first call' appointment. This means that they will call at your home first that day, usually between 8 - 9am.

We have a **legal obligation** to carry out the **gas safety check**. If you are not in for your appointment, or do not contact us to rearrange it, we will take further action as a last resort, which could result in you paying **court costs** or end in your **eviction**.

### Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

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