

Paragon Asra



PA Housing

Maintenance Policy

February 2018

Authors

Lee Boyle, Head of Property Services
Maria Frawley, Head of Property Services

Department

Assets/Maintenance

Document name

Maintenance Policy

Approved by EMT

7 February 2018

Next review date

February 2021

Contents

		Page No.
1	Introduction	3
2	Objectives	3
3	Responsive repairs	3
4	Empty properties	5
5	Aids and adaptations	5
6	Gas appliances and home safety	5
7	Commercial boilers and boiler houses	5
8	Better Homes works	5
9	Asset Management Software Keystone	5
10	Lifting equipment	6
11	Water testing	6
12	Asbestos management	6
13	Recharges	6
14	Contractors' Code of conduct	6
15	Access and customer care	6
16	Tenants alterations and improvements	7
17	Leaseholder consultation	7
18	Service standards	7
19	Conflict of interest	8
20	Monitoring and reporting	8
21	Training	8
22	Equality analysis	8
23	Legislation and regulation	9
24	Linked policies	9
	Appendices:	
	1. Repair priorities	10
	2. Right to Repair qualifying repairs	12
	3. Repair responsibilities	13
	4. Lettable standard	16
	5. Better Homes standard	36
	6. Contractors' Code of conduct	43
	7. Right to compensation for improvements	44

Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. Introduction

- 1.1 Paragon Asra Housing Limited (PA Housing) is committed to maintaining its homes to a high standard which adds value to the homes and their surroundings. Maintaining high quality, secure homes can improve the lives of our customers and achieve high levels of customer satisfaction. Our homes give people the space and security to create meaningful lives and the foundation to build the best possible life.
- 1.2 This policy has been written to ensure that wherever possible, services are harmonised following the merger to form PA Housing.

2. Objectives

- 2.1 PA Housing aims to provide a maintenance service that is:
 - Of high quality, responsive, enabling our customers to occupy their homes in safety and comfort so far as it is the responsibility of PA Housing, whilst providing value for money
 - Cost effective
 - A top quartile performing service
 - Responsive to the demands made of it, and which:
 - Meets the high standards expected by our customers
 - Ensures our properties meet housing quality standards and are maintained in a good condition to ensure their capital value is maintained
 - Complements the aims of the Asset strategy and Corporate plan

3. Responsive repairs

- 3.1 PA Housing delivers the responsive repairs service through a combination of contractors. PA Housing will utilise direct labour operatives (employed by PA Housing) and external companies.
- 3.2 Reporting a repair
PA Housing will make the reporting of repairs easy and accessible for all customers.
- 3.3 Emergency repairs
To avoid delays, we advise customers to call us by phone. We are open 365 days a year, 24/7 for emergency repair requests.
- 3.4 Non-emergency repairs
Our offices are open Monday to Friday 9am to 5pm (except Bank Holidays).
- 3.5 Customers can contact PA Housing in the following ways:
 - By phone
 - By email
 - In writing
 - Via the tenant portal located through our website at: www.pahousing.co.uk/
- 3.6 Appointments
PA Housing offers a flexible appointments system for non-emergency day to day repairs. Customers will be offered a morning or an afternoon appointment. Where a request can be accommodated, we will offer other appointments to meet customer needs.
- 3.7 Emergency repairs are responded to within 4 hours and rectified within 24 hours.

- 3.8 Contractors will confirm appointments prior to attendance. Contractors will utilise communication methods such as text message (if we hold mobile contact details), or other methods such as in writing or phone call.
- 3.9 If a customer misses the first appointment, the works order will be cancelled and they will need to contact PA Housing again to re-book the repair. In some locations we may offer a second appointment if the appointment is missed at the first visit.
- 3.10 Customers will be kept informed of progress with repairs, even when subsequent appointments are awaited.
- 3.11 **Repair priorities**
Responsive repairs are prioritised based on the nature of the repair. Repairs priorities are given in **Appendix 1**.
- 3.12 **Pre and post Inspections**
We will pre-inspect if this is in the best interests of PA Housing and/or its customer in order to achieve a sustainable repair solution. Post inspections will take place to assess quality and in some instances for safety reasons. The level of post inspections undertaken is under review currently.
- 3.13 **Right to Repair**
Some tenancy agreements provide the tenant with the Right to Repair Scheme. For customers holding a tenancy agreement with provision for qualifying repairs, the Right to Repair Scheme can be found in **Appendix 2**.
- 3.14 **Handyperson service**
There is a handyperson service in some regions. Where available and on request, the handyman can undertake small jobs that are normally outside PA Housing's repairing responsibilities. This can include fitting curtain rails, putting up shelves, hanging pictures and putting together flat pack furniture. A small charge may be payable for the service and priority is given to older (over 65 years of age), or residents with a disability and those living in supported housing. This service may be withheld if the tenant has not honoured the responsibilities in the Tenancy Agreement. Repairing Responsibilities can be found at **Appendix 3**.
- 3.15 The handyperson service is available to new residents within the first six months of their tenancy to help them settle into their new home.
- 3.16 The handyperson service is available at a charge to older (over 65 years of age) leaseholders.
- 3.17 The handyperson will also undertake minor repairs to communal areas and fit minor adaptations, e.g. hand and grab rails
- 3.18 **Insurance**
PA Housing will insure the structure of its properties together with its fixtures and fittings.
- 3.19 PA Housing is not liable for any damage to personal belongings, except in certain circumstances, for example where negligence on our part is proved. We will not insure residents' personal belongings including furniture, and residents are responsible for this.

4. Empty properties

- 4.1 PA Housing recognises there is a careful balance between re-letting empty properties as quickly as possible and ensuring homes meet the required lettable standard.
- 4.2 PA Housing will review its re-let targets annually in line with its overall letting times.
- 4.3 A minimum lettable standard will apply to all empty properties which is detailed at **Appendix 4** and available to customers.
- 4.4 PA Housing may offer new tenants a decoration voucher to assist them with the cost of decorating their new home. Vouchers will only be offered if the property is in very poor decorative order.

5. Aids and adaptations

- 5.1 PA Housing will allocate a budget each year to carry out aids and adaptations to its properties and will assist residents to apply for Disabled Facilities Grants from the local authority. Details are given in the Aids and Adaptations policy.

6. Gas appliances and home safety

- 6.1 PA Housing is legally bound under the Gas Safety (Installation and Use) Regulations 1998 to carry out a Landlord's gas safety check to each of its properties with a gas supply. The gas safety check is carried out within twelve months of the previous year's safety check on all systems and appliances regardless of ownership. Further details can be found in the Gas Safety policy

7. Commercial boilers and boiler houses

- 7.1 Commercially rated boilers are bound under the same gas regulations as domestically rated boilers, the Gas Safety (Installation and Use) Regulations 1998, and require the Landlord to carry out an annual Landlord's gas safety check to each property with a gas supply. A gas safety check is carried out every six months. This is not a statutory requirement, but it is recommended by the boiler manufacturers and ensures commercial appliances are always 100% compliant and maintained to a high standard. Further details can be found in the Commercial Boilers policy.

8. Better Homes works

- 8.1 PA Housing has achieved the Government's housing quality standard, Decent Homes and our priority is to continue to do so, as a minimum across all of our properties.
- 8.2 Having achieved Decent Homes, we have reviewed the standard to apply in future, with consideration of the financial environment in which we operate, to maximise our available resources to provide an effective and efficient service. This standard is referred to as the Better Homes Standard and can be found at **Appendix 5**

9. Asset Management Software Keystone

- 9.1 The implementation of our asset management software, Keystone has greatly enhanced our ability to undertake forensic analysis of our data as well as providing more consistent and accurate reporting on the portfolio to ensure that the Asset Strategy 2017-20 is effectively delivered. In addition, this will assist in identifying and forward planning future major works programmes. This will significantly

improve the planning, notification and cost management of future major works for our leasehold, shared ownership and Right to Buy customers. Our planned and major works programmes will be managed and controlled through Keystone which will assist in auditing payments, contract management and our quality assurance of completed works.

9.2 Our use of Keystone to hold our compliancy, servicing, testing and any resulting works will also provide significant benefits. Along with accurate reporting and auditing functions, all front line staff and our suppliers will be able to view property specific information such as live asbestos data and future replacement dates for the main property components

9.3 Our in-house resources use mobile technology when inspecting properties and quality assuring completed works to review and update our existing stock data. This technology means that our stock data is refreshed in a timely manner after major works and updated in Keystone in real time, reducing duplication and time spent uploading stock data. This enables our homes to be maintained as efficiently as possible and to good standards expected by law.

10. Lifting equipment

10.1 Refer to the Lift policy

11. Water testing

11.1 Refer to the Legionella Management policy

12. Asbestos management

12.1 Refer to the Asbestos policy and Asbestos manual

13. Recharges

13.1 Recharging will be dealt with in accordance with the Recharge policy.

14. Contractor's Code of Conduct

14.1 All contractors must comply with the Contractor's Code of Conduct. A copy of the code can be found at **Appendix 6**

15. Access and Customer Care

Vulnerable Tenants

15.1 PA Housing will ensure that its maintenance services are flexible to the needs of vulnerable tenants, who are defined as:

- Persons over 65 years of age
- Chronically sick
- Persons with a disability
- Children under 3 years old
- Care homes residents and residents in supported housing

15.2 This list is not exhaustive, but is a general guide. Where additional flexibility to repairs priorities and services are required PA Housing will take into account customer needs and the severity of the situation to vary the standard offered.

- 15.3 PA Housing maintains a record to identify residents with a particular vulnerability or disability in order to ensure maintenance services are effectively delivered to meet their needs on an on-going basis. Information is kept in line with the Data Protection policy.

Resident Involvement

- 15.4 PA Housing recognises and welcomes the contribution of customers in influencing and shaping services and believes customer feedback is integral to our ongoing pursuit of excellence. PA Housing has a menu of ways that residents can get involved, set out in the Resident Involvement strategy.

Customer feedback

- 15.5 PA Housing will seek feedback from residents on the service received from its maintenance services and will ensure appropriate use of data to improve its services.

Complaints

- 15.6 PA Housing will record all complaints regarding the maintenance service and respond in line with the Complaints policy. We will use the learning from complaints to improve the service.

16. Tenants' alterations and Improvements

- 16.1 Tenants may make alterations or improvements to their property provided that written permission has first been given by PA Housing. This permission will not be unreasonably withheld, and will only be withheld if the work would make the property:

- Reduce in value
- Make it less safe
- Make it unusable for the purpose for which it was provided
- Harder to re-let
- More expensive to maintain
- Removal of existing aids and adaptations

- 16.2 Where tenants undertake such works, it is their responsibility to obtain any necessary consent and to execute the work to a satisfactory standard. Specified improvements for which customers can be compensated at the end of tenancy are listed in **Appendix 7**.

17. Leaseholder consultation

- 17.1 Any works proposed costing more than £250 per dwelling will first go to the leaseholder for consultation and approval in accordance with the Leasehold Reform Act 2002.
- 17.2 Alterations and improvements by leaseholders themselves are governed by the contract for the property.

18. Service standards

- 18.1 PA Housing's standards are detailed in the leaflets listed below and these leaflets are available on request and on the website.
- Keeping your home in good repair
 - About your gas service

- Bathroom replacement
- Kitchen replacement
- External and communal painting service
- Lettable standard

19. Conflict of interest

19.1 PA Housing's staff and board members must declare any potential conflict of interest regarding a relationship to a contractor or shareholding in a company to the Company Secretary so that this can be recorded. The intention to use any contractor on the panel must be referred to the Company Secretary.

20. Monitoring and reporting

Contract monitoring

20.1 Repairs performance will be subject to review by senior management. The Leadership Team, Executive Team and its Board will review performance regularly. Additionally:

- Monthly reports on performance shall be produced and shared at senior management level.
- Regular internal audit shall be carried out in line with annual timetables.
- Regular meetings will take place with all term partner and internal contractors.

Key Performance Indicators and performance measures

20.2 The Maintenance service is monitored against a defined suite of KPIs, which are reviewed annually and the targets are adjusted and agreed with the contractors. The aim is to achieve top quartile performance levels and drive continuous improvement. Several KPIs cover the main service delivery areas and have an element of performance related profit for the contractor.

20.3 Other KPIs are reviewed at a Strategic Core Group. These typically include quality of completed works, customer satisfaction and planned works programmes completed to target.

20.4 Service delivery performance is published annually in the Annual Report and via our website.

Benchmarking

20.5 PA Housing will ensure it benchmarks with similar providers on an annual basis for both maintenance KPI achievement and cost.

21. Training

21.1 Induction and refresher training is provided for all staff to make sure that they are aware of this policy. All managers will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.

22. Equality analysis

22.1 PA Housing is committed to a policy of fair and equal treatment for all customers, employees and applicants, regardless of religion, sexual orientation, age, class, racial

origin, sex, disability or marital status. This policy has been subject to an equality analysis.

23. Legislation and regulation

23.1 PA Housing will meet all of its obligations established by statute and contract. They are detailed below:-

- Housing Act 1985, 2004
- Decent Homes Standard
- Housing Health and Safety Rating System (HHSRS)
- The Gas Safety (Installation and Use) Regulations 1998
- Control of Asbestos Regulations 2012
- The Regulatory Reform (Fire Safety) Order 2005
- The Control of Legionella Bacteria in Water Systems
- IEE Wiring Regulations (BS 7671, 2008, 17th Edition)
- The Control of Substances Hazardous to Health Regulations 1999 (COSHH)
- Management of Health and Safety at Work Regulations 1999 (MHSWR)
- Building Regulations sections A to P
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- SAFed Guidelines on the supplementary tests of in service lifts 2006
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Pressure Systems Safety Regulations 2000
- Work at Height Regulations 2005
- Construction Design & Management Regulations 2007,2015
- Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Commonhold and Leasehold Reform Act 2002
- Defective Premises Act 1972
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Tenancy Agreement (agreed between PA Housing and it's tenant)
- Equality Act 2010

24. Linked policies

- Asbestos
- Asset strategy
- Commercial Boilers
- Complaints
- Corporate Plan
- Data Protection
- Electrical Inspection and Safety
- Gas Safety
- Health and Safety
- Legionella Management
- Lift
- Resident Involvement strategy

Appendix 1

Repair priorities

Responsive repairs are classed according to their priority. The response times are:-

Priority 1 – Emergency work to be attended to and made safe within four hours and rectified within 24 hours.

An emergency repair is one that immediately affects your health, safety or security and would endanger life, or, if not repaired or will damage the fabric of the building. Emergency repairs will be completed within 24 hours. On this basis, appointments are not available for emergency repairs. Often the solution is to make the immediate risk safe with further routine repairs required to fully remedy the issue. Examples of emergency repairs are:

- Burst pipes
- Blocked drains or toilet (if there is only one toilet)
- Gas leaks
- Broken windows
- Severe roof leaks
- Flooding
- No hot water
- Offensive or discriminatory graffiti
- Fire damage
- Total loss of heating (October – March)
- Total loss of power or lighting

Priority 2 – Non emergency repairs work to be completed within 15 working days

Some repairs will need more than one appointment to resolve. Our contractor will arrange the next appointment date if this is required, following the first appointment. Examples of non-emergency repairs are:

- Blocked drains, sinks, basins, baths and toilets
- Defective cistern or overflow
- Heating faults or breakdowns
- Leaking roofs
- Electrical works
- Blocked gutters
- Failure of entry phone
- Damage to stair treads, handrails or banisters
- Minor plumbing repairs
- Plasterwork
- Kitchen units and worktops
- Repairs to doors, windows and floors
- External repairs to walls, and pathways
- Dripping or leaking taps or shower units
- Faulty communal TV aerial
- Non offensive graffiti
- Re-glazing (if a crime has been committed and a reference number provided)
- Repairs to windows and external doors

Some repairs are carried out as part of a planned programme; this helps us to achieve better value for money. If the repair falls into this category, we will advise when the repair is planned for and what will happen next. Planned repairs are outside the responsive repairs priorities.

Variable timescale repairs (specialist or major works within the home)

Typically, variable priority repairs are those which require multiple visits, often using multi-trade skills or a number of special order parts. Major works usually require a tender process and a number of visits over an extended period of time. Variable timescale repairs typically cost over £1,000. In some cases, where we require consultancy advice such as a structural engineer or we are processing an insurance claim, we will use a variable priority.

Planned or variable repairs are often raised following a visit from one of our technical team. If we need to carry out extensive repairs, we will talk through what we intend to do, agree timescales and project manage the work through to completion. In the vast majority of cases, we will also carry out a post work inspection to check the quality of repairs.

Appendix 2 – Right to Repair Qualifying Repairs

Repairs which qualify under this scheme are listed below.	Period to Complete (in calendar days)
Total loss of electrical power	5
Partial loss of electrical power	1
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	5
Blocked flue to open fire or boiler	1
Total loss of space or water heating between 31st October and 1st May	1
Total loss of space or water heating between 1 st May and 31st October	5
Partial loss of space or water heating between 31st October and 1st May	5
Partial loss of space or water heating between 1 st May and 31st October	5
Blocked or leaking foul drain or soil stack or (where there is no other working toilet in the home) toilet pan	1
Toilet not flushing (where there is not other working toilet in the property)	1
Burst water pipe within the dwelling, internal communal areas	1
Blocked sink, bath or basin	5
Tap which cannot be turned	5
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	5
Insecure external window, door or lock	1
Loose or detached banister or hand rail in individuals' flats, houses	5
Loose or detached banister or hand rail within the dwelling, internal communal areas	1
Rotten timber floor or stair tread	5
Door entry phone not working	5
Mechanical extractor fan in internal kitchen or bathroom not working	5
Removal of racist and offensive graffiti	1

Work costing over £250 is excluded from this scheme.

Please see section 3.13 of the policy for eligibility.

Appendix 3 – Repair responsibilities

Overview	
<p>PA Housing responsibilities to repair:</p> <ul style="list-style-type: none"> • The structure and exterior of your home • The fixtures and fittings we have provided • to keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and • to keep in repair and proper working order the installations in the dwelling-house for space heating and heating water. • Any PA Housing owned communal areas defined within tenancy agreements 	<p>Tenant responsibilities to repair:</p> <ul style="list-style-type: none"> • Any damage caused as a result of neglect or misuse. • Tenant fixture and fittings • Minor items e.g. plugs and chains, toilet seats, • Cleaning and descaling sanitary ware.
Detailed view	
PA Housing responsibilities	Tenant responsibilities
External walls, external doors and window frames.	Cleaning the inside and outside of windows
Chimneys, chimney stack and flues	Sweeping chimney flues where we have solid fuel fire installations
Pathways, steps and ramps leading to your home, if we provided them	Keeping external areas and pathways clean and free from rubbish. Any rubbish clearance required in your home
Garages and brick built outbuildings, if we provided them	Any temporary structure erected, including wooden sheds (subject to the necessary permission being granted by PA Housing)
Boundary walls and fences separating your home from communal areas, public paths or roads	Fencing between neighbouring properties.
External hinges, handles, letterboxes and locks. Door frames.	Repairing internal doors including replacing locks and handles. Fitting or replacing any spyhole and door chain. Repairs to door bells (electric or battery operated)
Structural repairs to Internal walls and skirting boards	Filling minor cracks
Window frames and sills	Installing or replacing draught excluders
Boarding up broken glass in windows and doors externally. Replacing broken glass in windows where a crime reference number has been provided by you.	Replacing broken glass or glazing to any doors, windows or fixed panes where a crime reference number has not been provided by the police.
Repairs following criminal damage or	Damage caused by the police or any other

vandalism. Unless this is caused by you or those you are not responsible for.	enforcement agency as a result of forced access. Any damage to your home as a result of you or those you are responsible for.
Pipe-work fed by mains services	Any damage caused to properties by sink or washing machine overflowing or flooding
Hot and cold water pipework	Damage to plumbing installation within your home if it is a result of misuse
Repairing wall tiles and all splash backs that have not been damaged through misuse	Providing additional tiling/splash backs if required in order to keep your home free from damp and water penetration. Subject to written permission.
Repairing sinks and taps (not blocked sinks)	De-scaling sinks and taps. Replacing chains and plugs.
Providing suitable waterproof flooring in the kitchen and bathroom	Keeping all surfaces clean and free from moisture.
Maintaining the bathroom suite as required by the Decent Homes Standard	De-scaling and cleaning the toilet, bath, shower head and shower tray. Replacing or repairing flexible shower hose and shower head. Replacing baths, basins or sinks if damaged by misuse or neglect
Maintaining your kitchen in line with the Government's Decent Homes Standard	Ensuring worktops and cupboards are not damaged. Keeping surfaces free from water. Repairing or replacing kitchen units if damaged by misuse or neglect
Unblocking toilets in blocks of flats, main drains and soil stacks	Unblocking toilets in self-contained houses. Replacement of toilet seats.
Repairs to sinks, wash hand basins, toilets, baths and showers	Unblocking sinks, wash hand basins, baths, and showers
Unblocking communal waste pipes and drains. Unblocking soil pipes	Unblocking drains where the blockage is as a result of anything which would not usually flushed or emptied in them
Fixed, controllable heating systems, gas fired boilers, night storage heaters, radiators and gas supply pipe work	Maintaining and repairing any portable heating appliances
Servicing gas and solid fuel heating systems, and annual gas safety checks for gas boilers and gas installations	Bleeding radiators and operating the central heating system. Letting gas engineers in to carry out annual safety checks and gas servicing, which is a legal requirement. Please see the Gas Servicing leaflet
Electric immersion heaters fitted to hot water storage cylinders	
Other types of fitted heating, if originally supplied and fitted by PA Housing	Any heating appliance that has been given to you by PA Housing
Repairing mechanical air extraction systems such as extractor fans	Any connection to your appliances. Regular cleaning of mechanical extraction systems
Repairing the structure of the property to eradicate penetrating damp.	Taking action to prevent and control condensation. Keeping your home properly ventilated and free from moisture. Includes mould treatment
External decoration, periodically assessed	All internal decoration.
Maintaining fixed electrical installations	Replacing three pin plug cartridge fuses, florescent tubes and starters, any type of light bulbs and lamp shades
Maintaining communal door and intercom systems	Repairs following misuse of communal doors and intercom systems. Keeping doors closed and secure.
Repairing or replacing faulty locks to	Replacing door and window keys. Obtaining

external doors	additional keys. Replacing locks where the key has broken in it.
Maintaining mains operated fire or smoke alarms installed by PA Housing	Regular test of domestic smoke alarms and carbon monoxide detectors. Replacement of batteries
Building and structure cover	Obtaining your own household contents insurance cover for your belongings. Accidental damage. We recommend taking out an insurance policy to cover your personal belongings against fire, flood, accidental damage and theft. The National Housing Federation offers a 'My Home' policy which may be suitable: call 0345 450 7288 for details.
Repairing communal washing lines	Installing or repairing washing lines and washing line pole
Maintaining appliances we have installed, which have not been gifted to you.	Repairing anything you have installed, also including any damage as a result of installed items
	Installing any additional security items (once you have obtained written permission)
	Fitting or dismantling satellite dishes (you will need to obtain written permission first)
	Fitting and/or dismantling TV aerials, telephone points, connections and sockets
<p>Notes:</p> <ul style="list-style-type: none"> • The list is designed to provide guidance for PA Housing and its customers. • Some repairs which PA Housing would usually be responsible for will not be carried out or may be recharged should PA Housing need to carry out repairs as a result of damage, neglect or misuse. • If the repair is not listed above, PA Housing will provide guidance to confirm responsibility. Leaseholders should note that PA Housing is typically only responsible for parts of the structure of the building. • Specific obligations between landlord and leaseholder will be outlined in the lease. 	

Appendix 4

Introduction

Every property should be clean and in a good state of repair when you move in. The Lettable Standard sets out what you can expect and what was agreed in consultation with residents.

Before you move in, we will check your new home to make sure it is safe, secure, clean and in a good state of repair. Then we ask you to keep your home in this condition.

If you would like more information about the Lettable Standard, please contact the Voids / Lettings Team

How to use the Lettable Standard

The standard of repair or cleanliness for each area of your home is in black text. Next to each standard you can circle 'YES or NO', and use this as a checklist when you move into your new home.

If you have a 'NO' circled or any issues with your property when you move in, please contact the Voids Repair team above. Blue text is additional information.

Some photographs of acceptable and unacceptable standards can be found throughout the booklet. The number above each photo shows which standard it relates to. There is also a definition at the end of the leaflet.



Telephone



Email



Complete our online form at



By Text



In writing to:-

Contents	
Glossary	4
Inside your home	
Utilities	5 & 6
Floors and stairs	7 & 8
Internal doors and windows	9 & 10
Kitchen	11 & 12
Bathroom	13 & 14
Walls and ceilings	15 & 16
Health & safety	17
Cleanliness	18
Outside your home	19 & 20
Notes	21

Terms used

Capped off

The main gas supply pipe to the meter has a disk put in it to stop the gas from being used.

Cistern

A small tank used to store water for toilet flushing.

Gas Safe

Gas Safe Register is the official gas registration body for Great Britain and the Isle of Man, appointed by the [Health and Safety Executive](#) (HSE).

Make sure that any engineer you employ to check or fix gas is Gas Safe registered.

Glazing

Glass in a frame such as a window or door.

NICEIC

National Inspection Council for Electrical Installation Contracting.

NICEIC is the electrical contracting industries' independent voluntary regulatory body for electrical installation safety matters. We recommend that any engineer you employ is competent (<http://electricalcompententperson.co.uk/>) and suitably qualified such as a member of a qualifying body - NICEIC NAPIT or ELECSA registered.

Pointing and render

Pointing is the area between the bricks. Render is the cement or plaster used to cover the bricks.

Inside your home

Utilities

1/ Electric checks

YES NO

Wiring, fuse-board, sockets, switches and light fittings in working order.

All electrical fittings will be tested to comply with the current safety regulations (NICEIC). Safety certificates will be provided when you sign your tenancy.

Where appropriate we will change all single electrical sockets to double electrical sockets (if practicable). Energy efficient bulbs will be left in every room.

2/ Gas checks

YES NO

Boiler, radiators, thermostat and timer in working order

The gas system will be tested and left 'capped off' when you move in. Safety certificates will be provided when you sign your tenancy. At your sign up an appointment will be made with our Gas contractor to uncap the Gas, commission your boiler and show you how to use the system. The appointment will be made when you have both electricity and gas available from your preferred utility company for the first day of your tenancy, providing there is a live electricity supply.

3/ Heating

YES NO

Your home has an adequate and safe form of heating.

Most of our properties have gas central heating. For those without central heating, we will ensure that there is an alternative form of heating, e.g. electric storage heaters, air source heat pumps

4/ Plumbing and water system

YES NO

Plumbing and water system will be tested to ensure it is in working order and free of leaks. Cold drinking water from the mains supplied to

kitchen sink. Taps and stopcocks will turn freely.

This includes all tanks, cylinders, pipe-work, taps, stop valves, drainage, baths, showers, basins, sinks, toilet and cisterns.

5/ Electricity and gas supply

YES NO

Once you have received the keys to the property and the tenancy agreement, you will need to contact an electricity and gas supplier to arrange a supply in your name.

Occasionally, the property may not have an electricity or gas meter and you will need to contact an electricity and gas provider to arrange for one to be put in.

In some instances your electricity consumer unit (fuse box) will be locked off by a padlock and labelled. If this is the case then once you have contacted your preferred electricity supplier and you have electricity available then you should contact PA Housing who will arrange to have your electricity consumer unit (fuse box) unlocked and the supply turned on and re-commissioned.

The gas meter will always remain capped when you move in; once you have contacted your preferred electricity and gas supplier and have both electricity and gas available then you should contact PA Housing who will arrange to have your gas meter uncapped and the boiler re-commissioned. Remember we need your electricity on and unlocked when we uncap the gas to enable us to start your heating

6/ EPC

YES NO

You will be given a valid Energy Performance Certificate Within 28 days of signing for your

tenancy.

Acceptable Standard



Unacceptable Standard



Inside your home

Floors and stairs

1/ Vinyl Flooring

YES NO

This will be intact, secure, level and free of trip or slip hazards.

Clean, undamaged, slip resistant, vinyl flooring or similar is provided in the kitchen, bathroom and W.C. We do not provide floor covering to other rooms.

2/ Floors and skirting boards

YES NO

This will be clean, secure, and free from rot and trip hazards.

Carpets and carpet grippers left by the previous tenant will normally be removed, unless they are in good condition when they will be cleaned.

3/ Stairs

YES NO

Hand rail, steps and vertical posts securely fitted.

Acceptable Standard



Unacceptable Standard



Inside your home

Internal doors and windows

1/ Internal doors

YES NO

Doors will be clean, secure, easy to open and close, hinges and catches secure.

The bathroom and WC doors will be fitted with a suitable lock that can be opened from the outside in an emergency. We will fit new doors if necessary with a latch and handle. No locks will be provided on internal doors.

2/ Windows

YES NO

The glazing intact and secure. Windows easy to open and close.

We will provide Windows keys where necessary and restrictors to all opening windows on first floor and above. The fitting of extra security locks is the tenant's responsibility.

Acceptable Standard



Unacceptable Standard



Inside your home

Kitchen

1/ Kitchen units

YES NO

These will be sound and useable. All drawers and doors open

and close without catching.

The number of kitchen units will depend on the size and layout of the kitchen. As a

minimum, we will fit one unit with a stainless steel sink, one double base unit and one double wall unit.

We aim to let empty properties as quickly as possible. If your kitchen is due to be replaced, this may be completed after you move in.

We will make sure there are three rows of tiles on the walls above the work surface and sink.

2/ Work top and sealant

YES NO

This will be clean and sealed where work top meets the wall, and around sink.

3/ Sink

YES NO

This will be clean and free of rust and stains. Plug and chain secure.

4/ Taps

YES NO

These will be clean, easy to operate, marked hot and cold, and drip-free.

5/ Stopcocks

YES NO

These will be accessible and easy to open and close.

We will make sure you know where to find the stopcock in your home.

6/ Tiling

YES NO

These will be clean, not loose or cracked.

7/ Cooker points

YES NO

Gas – clean and capped off with bayonet fittings, ready for cooker to be put in. (if gas is available)

Electric – power point supplied and clean, ready for cooker to be put in.

8/ Washing machines

YES NO

Hot and cold valves clean and easy to open and close. Valves drip-free and marked hot and cold.

Waste pipe secure and drip-free.

Where there is sufficient room, we will leave a 620mm space with a cold and hot water supply, with a waste pipe ready for a washing machine to be fitted.

Acceptable Standard



Unacceptable Standard



Inside your home

Bathroom

1/ Bath

This will be clean and sealed where bath edges meet the tiling. Secure and free from major chips. Plug and chain secure. Bath panel secure and clean.

We aim to re-let empty properties as quickly as possible. If your bathroom is due to be replaced, this may be completed after you move in.

YES NO

2/ Toilet pan/seat/cistern

These will be secure, clean and easy to flush.

A new toilet seats will be fitted in all properties prior to being let.

YES NO

3/ Wash hand basin

This will be secure and clean. The plug and chain will be secure.

YES NO

4/ Taps

These will be secure, clean, and easy to operate, drip free and marked hot and cold.

YES NO

5/ Tiling

These will be clean, intact, not loose or cracked.

We will make sure there are two rows of tiles above the wash hand basin and three rows of tiles above the bath.

YES NO

Acceptable Standard



Unacceptable Standard



Inside your home

Walls and ceilings

1/ Walls and ceilings

YES NO

These will be sound, free from damp, graffiti, large cracks, loose plaster, bulges, holes and will be structurally sound.

2/ Decorations

YES NO

Any room which is in a very poor state of decoration, due to graffiti or mould growth for example, will be redecorated before you move in.

You will be given a decoration allowance for any room that we decide is in need of decoration. Internal decorations will be your responsibility.

If the property is designated within retirement accommodation or designated for elderly or disabled persons or is for intermediate rental, part or the entire property will be decorated only when in poor condition.

Acceptable Standard



Unacceptable Standard



Inside your home

Health and Safety

1/ Asbestos

YES NO

To comply with current regulations we will check the property for asbestos and ensure that it is either removed or left in a safe condition.

2/ Smoke detectors

YES NO

These will be clean, secure and tested.

We will provide two smoke detectors and one heat detector in a house: One smoke detector in the hall/lobby and one in the landing, the heat detector will be fitted in the kitchen. In a flat, we will provide one smoke detector in the hall/lobby and a heat detector in the kitchen.

The smoke detectors will be wired into the electrical installation and will also be fitted with a battery back up. It is your responsibility to replace the battery.

3/ Adaptations for people With disabilities

YES NO

Adaptations will be clean, secure and working.

For people with disabilities, adaptations include shower rooms, stair lifts and ramps.

Adaptations will not be removed from a property even if the new tenants do not require them.

4/ Non-standard fittings

YES NO

Any polystyrene tiles or coving will be removed. Any stairs or banister rails/spindle's that do not meet regulations will be changed to leave safe and secure

Alterations carried out by previous tenants that do not conform to the PA Housing standard will be removed.

Inside your home

Cleanliness

We will:

Sweep all floors.	YES NO	Make sure that any new sanitary ware or kitchen units are free of packaging.	YES NO
Mop all floors if tiled or covered in a washable surface.	YES NO	Clean all radiators.	YES NO
Wash down doors, worktops, cupboards and electrical outlets.	YES NO	Clean front door, wipe down frames inside and out.	YES NO
Remove all items such as drawing pins and sticky tape from walls.	YES NO	Sweep front path or landing directly outside property.	YES NO
Clean and de-scale wash hand basins, baths, and toilets as required.	YES NO	Clean all windows inside and out	YES NO
A welcome pack will be left in the kitchen.	YES NO		

Outside your home

1/ Roof YES NO

This will be safe, secure, free of leaks, wind and watertight.

Lofts will be left clear. Insulation below 100mm will be topped up to 250mm

2/ Brickwork, pointing and render YES NO

This will be clear of graffiti, no Major cracks, wind and watertight.

3/ Drains, gutters, down pipes and overflows YES NO

These will be safe and secure. Free from blockages, weed Growth and leaks.

4/ Windows YES NO

These will be safe, wind and Watertight, open and close freely, glazing and frame secure.

Locks will be in good working Order and restrictors fitted to all opening windows on first floor and above.

5/ Doors Front and rear YES NO

These will be secure, open and Close freely, wind and watertight, locks in good working order.

We will ensure that the locks are replaced and that you are provided with three full sets of keys. The front door will have a security chain, letterbox cowl and spyhole where possible.

6/ Gardens (front and rear) YES NO

These will be cleared of rubbish. If badly overgrown, grass and vegetation will be cut back to a manageable level. All ivy will be removed. Garden ponds will be emptied and filled in if necessary.

When you move in, the garden is your responsibility.

7/ Garages, sheds and outbuildings YES NO

These will be cleared of rubbish, safe, lockable, secure, wind and watertight.

Wooden sheds will be your responsibility to maintain.

8/ Pathways to the front and back doors YES NO

Pathways are even and free of trip hazards.

9/ Fences, walls and gates YES NO

Intact, free of graffiti and defects. Gates have working catches or locks.

10/ Air vents YES NO

These will be clean and free Of blockages.

11/ External painting YES NO

PA Housing has an external decorations programme which makes sure all properties are painted regularly.

Note – on some occasions, items listed in this section will be completed after you have moved in to the property.

Acceptable Standard



Unacceptable Standard



Notes

PA Housing Decorating allowances

Allowance for individual rooms	Amount in £s
Hall/landing	40
Hall/landing with staircase	50
Living room	40
Kitchen	40
Bedroom	40
Bathroom	30
Allowance for complete units	Amount in £s
Bed-sitting flat	100
1 bedroom flat	140
2 bedroom flat	170
3 bedroom flat	200
1 bedroom house	160
2 bedroom house	190
3 bedroom house	210
4 bedroom house	240
5 bedroom house	270

Appendix 5

Our Better Homes Standards have:

- Mapped out the standards and choices we offer
 - Developed standards that can be funded through the business plan, corporate plan and asset strategy and are based on residents' requirements and includes where possible resident choices
 - Incorporated the Regulator of Social Housing's regulatory standards
 - Clear and consistent choices available to residents
 - Make our service standards available to residents
- 8.3 Our priorities for Better Homes works will focus on areas required to meet our statutory or health and safety obligations. These include, for example, work arising from fire risk assessments, asbestos assessments, water safety, gas investment works and any structural component replacements such as roofs and windows, to ensure our homes are maintained to a high standard, are safe and secure.
- 8.4 We will also prioritise component replacements to maintain our statutory housing quality standards, for example Decent Homes which will include kitchen and bathroom replacements and thermal improvements to reduce energy costs for our customers which will include upgrading boilers, loft and cavity wall insulation works and installing double glazed windows when undertaking window replacements.
- 8.5 The exception to whether we undertake Better Homes improvements is if a property or scheme is included in our asset management programme which may be designated for disposal or remodelling.
- 8.6 What we do as part of our Better Homes works:
- Provide a customer focused service which takes account of resident's diverse needs where possible, whilst getting maximum value out of our improvements
 - Achieve longevity and efficiency through good design, by installing well designed, good quality materials which will last the required life cycles
 - Design out risk, hazardous materials (where possible) remove asbestos containing materials or removing redundant cold water storage tanks
 - Minimising resident inconvenience whilst carrying out improvements or upgrading components.
 - Works will be planned and implemented in full consultation with residents. This will include fulfilling our statutory obligations in consulting leaseholders
 - Incorporate energy efficiency improvements as part of other improvements, for example upgrading loft insulation when carrying out roof replacements
 - Maximise storage capacity when replacing kitchens, and removing redundant water tanks when upgrading heating systems
 - Improve our customer's security when replacing windows and entrance doors
 - Upgrade the electrical installation as part of kitchen or bathroom replacements
 - We don't replace components that don't need replacing and the replacement year due will be extended to a suitable review date
 - We will obtain external funding or grants where available
 - Design, specify and manage in-house, but bring-in external specialists where required
 - Comply with local authority planning requirements, Building Control approvals, H & S legislation, European Public Procurement regulations, Building Regulations and British Standards
 - We will delay improvements on occasions if the resident is in rent arrears

8.7 PA Housing's 'Better Homes' Standard

'Better Homes' is PA Housing's successor to the Decent Home standard. It embraces resident priorities, their choices and energy efficiency through our Affordable Warmth Strategy.

Item	The Decent Home Standard	Better Homes Standard
Kitchens	<p>c) It has reasonably modern facilities and services</p> <p>Dwellings which fail to meet this criterion are those which lack:</p> <ul style="list-style-type: none"> • a reasonably modern kitchen (30 years old or less) • a kitchen with adequate space and layout; 	<ul style="list-style-type: none"> • All kitchens undergo a planned assessment every five years by our in-house stock condition surveyor • All kitchens are assessed as part of the void inspection • All kitchens are assessed for planned replacement when they reach 25 years old • Kitchens are replaced if they are 25 years old and in poor condition • Kitchen replacements are designed by our kitchen supplier in consultation with the residents • Unwanted built-in cupboards are removed to provide additional cabinet and work top space • Kitchen replacements incorporate aids and adaptation requirements to help meet the needs of residents with disabilities, such as lever taps, approved handles, height of work tops etc. (subject to Occupational Health referral) • Space is provided for standard white goods and additional appliances, for example dishwashers, washing machines and tumble dryers if required • Aluminium inset sinks installed • Our residents are offered a choice of: <ul style="list-style-type: none"> ○ three modern kitchen cabinets ○ three 38mm thick work tops ○ 4 cushioned vinyl flooring options ○ four paint colour options • Kitchen wiring circuit rewired to current standards, including the installation of additional power sockets.
Bathrooms	<p>c) It has reasonably modern facilities and services</p>	<ul style="list-style-type: none"> • All bathrooms undergo a planned assessment every five years by our in-house stock condition

	<p>Dwellings which fail to meet this criterion are those which lack:</p> <ul style="list-style-type: none"> • a reasonably modern bathroom (40 years old or less) • an appropriately located bathroom and WC <p>A dwelling would also fail if</p> <ul style="list-style-type: none"> • the main WC is external, or • located on a different floor to the nearest wash hand basin, or if • a WC without a wash hand basin opens on to a kitchen in an inappropriate area, for example next to the food preparation area; 	<p>surveyors</p> <ul style="list-style-type: none"> • All bathrooms are assessed as part of the void inspection • All bathrooms are assessed for planned replacement when they reach 35 years old • Bathrooms are replaced if they are 35 years old and in poor condition • Bathroom replacements layouts are agreed in consultation with the residents • Unwanted built-in cupboards are removed to provide additional space if required • Standard bathroom fittings include: <ul style="list-style-type: none"> ○ White pressed steel bath with grip handles and slip resistant pads ○ Option of low level bath is offered if residents have mobility concerns ○ Close coupled WCs with dual flush cisterns ○ Wash basins with pedestals ○ Vitreous china fittings • Bathroom replacements incorporate aids and adaptation requirements to help meet the needs of residents with disabilities, such as shower cubicles, lever taps, approved handles, low level baths, grab handles, showers etc. • Mixer taps with shower attachments fitted as standard with full length shower curtain • Where the mains water pressure is too low run the shower, an option to install an over bath electric shower is provided • Our residents are offered a choice of: <ul style="list-style-type: none"> ○ 4 cushioned vinyl flooring options ○ four paint colour options • Bathroom wiring circuit rewired to current standards, including the installation of a new light and pull cord • Where the WC is located on a different floor to the bathroom a wash hand basin is always installed.
--	--	--

<p>Heating Systems</p>	<p>d) It provides a reasonable degree of thermal comfort:-</p> <p>The definition requires a dwelling to have both efficient heating; and effective insulation.</p> <p>Efficient heating is defined as any gas or oil programmable central heating; or electric storage heaters; or warm air systems; or under floor systems; or programmable LPG/solid fuel central heating; or similarly efficient heating systems which are developed in the future.</p>	<ul style="list-style-type: none"> • All gas fired boilers and heating systems undergo a service inspection every 12 months, and its condition is evaluated as good, fair or poor. This assessment feeds in to the annual planned boiler replacements programme • All heating systems undergo a planned assessment every five years In addition the condition of all electric heating systems is carried out during the five yearly planned electrical inspection • All heating systems are assessed as part of the void inspection • All new boilers installed are 90.1% efficient and is the highest possible official efficiency category, SAP 2005 seasonal efficiency rating. • All new boilers are registered with the Energy Saving Trust • As part of a boiler replacement, the heating system is upgraded to meet Part L as standard, including programmable controls, thermostatic radiator valves etc. • A 15 year life cycle is attributed to gas fired boilers.
<p>Windows & External Doors</p>	<p>b) It is in a reasonable state of repair</p> <p>Dwellings which fail to meet this criterion are those where either:</p> <ul style="list-style-type: none"> • one or more of the key building components are old and, because of their condition, need replacing or major repair 	<ul style="list-style-type: none"> • All windows undergo a planned assessment every five years by our in-house stock condition surveyors • In addition all properties where PA housing is responsible are assessed externally every seven years as part of the external decoration programme • Windows are overhauled and repaired as part of the external redecoration cycle • Where planning and conservation rules allow, windows are replaced with either uPVC or aluminium powder coated double glazed windows and doors offering high thermal performance meeting Building Regulations and secured by design standards • Replacement windows are provided with lockable windows and window restrictors are provided to all windows above ground floor level • Where external noise is an issue through traffic e.g. road, train or

		<p>aeroplanes, appropriate acoustic glazing will be considered including secondary glazing where the original windows are single glazed, architecturally pleasing and in good condition</p> <ul style="list-style-type: none"> • Windows are replaced if they are in poor condition and beyond economical repair.
Building Components	<p>b) It is in a reasonable state of repair</p> <p>Dwellings which fail to meet this criterion are those where either:</p> <ul style="list-style-type: none"> • one or more of the key building components are old and, because of their condition, need replacing or major repair 	<ul style="list-style-type: none"> • All key components undergo a planned assessment every five years by our in-house stock condition surveyor • In addition all properties where PA Housing is responsible are assessed externally every seven years as part of the external decoration programme • Key components are replaced if they are in poor condition i.e. 10% of the component requires replacement or 30% requires repairing and have reached the end of their expected lifetime.
Internal & External Painting	<p>a: It meets the current statutory minimum standard for housing</p> <p>b) It is in a reasonable state of repair</p> <p>Dwellings which fail to meet this criterion are those where either:</p> <ul style="list-style-type: none"> • one or more of the key building components are old and, because of their condition, need replacing or major repair 	<ul style="list-style-type: none"> • All properties undergo a planned assessment every five years by our in-house stock condition surveyors • In addition all properties where PA Housing is responsible are assessed externally and internally every seven years as part of the external and internal decoration programme • Properties are externally and internally redecorated every seven years • The scope of works for the external painting has a much wider remit than just pre painting repairs and redecoration, a 'whole building' assessment is undertaken to maintain properties in good condition to maximise whole life asset performance. • External components e.g. roofs, chimneys, walls (brick and render finishes), external steps, balustrades, paths, fences are checked for defects and repaired as part of the external painting works • Gutters and down pipes are checked for leaks and cleared or debris

		<ul style="list-style-type: none"> External paint surfaces are generally repainted to match the existing colour, however where appropriate residents are offered a choice of paint colours for the front door
Fixed Wiring	<p>a: It meets the current statutory minimum standard for housing</p> <p>b) It is in a reasonable state of repair</p> <p>Dwellings which fail to meet this criterion are those where either: one or more of the key building components are old and, because of their condition, need replacing or major repair</p>	<ul style="list-style-type: none"> An electrical test is carried out to all dwellings and communal fixed wiring systems every 5 years. PA Housing's electrical rewire or major upgrade programme is generally triggered from the remedial works identified following the electrical testing programme. Electrical inspection and testing will also be undertaken as part of improvement works to dwellings (e.g. kitchen and bathroom programmes) mutual exchanges and each time properties become void: Refer to the Electrical Inspection and Testing policy.
Energy Efficiency	<p>a: It meets the current statutory minimum standard for housing</p> <p>To be decent, a dwelling should be free of category 1 hazards – excess cold, hypothermia, high fuel costs</p> <p>d: It provides a reasonable degree of thermal comfort</p>	<ul style="list-style-type: none"> All key components undergo a planned assessment every five years by our in-house stock condition surveyors All properties with cavity walls will be filled with cavity wall insulation All loft spaces will have loft insulation installed to the current standards of 270mm Where properties undergoing a roof replacement the loft insulation / roof insulation levels will be upgraded to meet current standards Insulation increased to current standards where requested or identified by the resident or through the void inspection Where suitable, external wall insulation measures will be considered where properties have solid wall construction and planning/conservation restrictions don't apply All grant funding opportunities will be explored to obtain relevant funding opportunities for energy efficiency works.
Noise Insulation	<p>a: It meets the current statutory minimum standard for housing - ability of</p>	<ul style="list-style-type: none"> Internal and external noise levels are assessed as part of the planned assessments undertaken every five years

	<p>the dwelling to protect the occupants from noise penetrating from outside the dwelling c: It has reasonably modern facilities and services - adequate external noise insulation;</p>	<ul style="list-style-type: none"> • Where requested by tenants, internal noise assessments through acoustic surveys are undertaken • Properties are assessed on a case-by-case basis before acoustic improvement measures are undertaken where the building's performance falls below either current Building Regulations or the performance requirements applicable when the property was built or converted • Where external noise is an issue through traffic e.g. road, train or aeroplanes, appropriate acoustic glazing will be considered including secondary glazing where the original windows are single glazed, architecturally pleasing and in good condition.
<p>Estate Improvements</p>		<ul style="list-style-type: none"> • Lighting • Parking

Appendix 6

Contractor's code of conduct

Purpose and scope

PA Housing expects contractors it employs across a range of projects, to treat its customers, staff and any other affected party, fairly, consistently and with respect, at all times. Contractors are expected to deliver a quality standard of workmanship at all times. In return, there is an expectation that the contractor will be treated in a courteous manner, and is able to work without undue interference

The Code of Conduct requires contractors to:

- Inform you immediately if they are unable to keep an appointment.
- Drive and park courteously at all times.
- Introduce themselves to you clearly by carrying identification and showing it to you.
- Explain the work that they are there to do.
- Behave in a polite and courteous manner.
- Carry out the work to the highest standard.
- Take care not to damage your property. They must protect your carpets and furniture if there is a possibility of dust or damage.
- Think Safety - ensure that nothing causes an obstruction or danger while work is in progress, for example, not to leave trailing wires and tools lying around.
- Not to smoke or play radios in your property.
- Respect your privacy and confidentiality at all times.
- Not to use any of your items in the property including electricity, gas, water, telephone, tea, coffee, equipment and the toilet, unless they have your permission to do so.
- Inform you of the arrangements to complete the works if it has not been possible to complete the works in one visit.
- Clear and remove all waste at the end of each day or make collection arrangements.
- Ensure that the property is left habitable, safe, and secure
- Put back into place any items moved by the contractor
- Contractors should take into account any physical impairment the customer may have when working within a property and take the necessary precautions to prevent distress or injury as a result of the work being completed.

Appendix 7

Procedure for the Right to Compensation for Improvements

As part of the Citizen's Charter scheme, a Right to Compensation for tenants was introduced for home improvements from 1 April 1994. If you are a tenant and your tenancy is ending, you may be able to get compensation from your improvements you have made to your home. You can apply for compensation up to 14 days after your tenancy ends to make a claim.

An improvement is defined as betterment in quality of an item which PA Housing undertakes to provide within the bounds of the tenancy, or the installation of an item which improves the comfort of the tenant or results in lower running costs or outgoings.

The following are deemed to be improvements, with their notional life in years shown:

Bath	12
Hand basin	12
WC	12
Kitchen sinks	8
Kitchen cupboards	8
Working surfaces for food preparation	8
Night storage heaters	15
Space or water heating	15
Thermostatic radiator valves	5
Insulation of pipes, water tank or cylinder	10
Loft installation to current Building Regulations	20
Draught proofing of external doors or windows	5
Double glazing	20
Secondary glazing	15
5 or 7 lever mortise locks	10
Window locks	5
Cooker hoods, extractor fans	15
Electric showers	8
Mains smoke detectors	15
Rewiring/provision of additional power/lighting	15

The tenant must write to the Maintenance department, requesting permission to carry out the Improvements. The request may be rejected if the improvement:

- 1) is too costly
- 2) is out of keeping with the rest of the dwelling
- 3) will be unduly expensive to maintain
- 4) will make the dwelling difficult to let in future
- 5) will be unsuitable for future occupants
- 6) is one which PA Housing expects to carry out within a reasonable time.