



Planned Maintenance Service Standards

LFHA undertake a planned maintenance service to ensure our properties remain in a good state of repair and condition.

This leaflet explains the level of service you can expect when we carry out planned maintenance / improvement works on your home.

What do we mean by planned maintenance / improvement works?

Work carried out under the planned maintenance and improvement programme could include replacement or upgrade of:

- Kitchens
- Bathrooms
- Windows & Doors
- Soffits, fascias & rainwater goods
- Heating & Boiler upgrades
- Roofing
- External decorations
- Energy efficiency measures

If works are planned on your home, we will:

- Write to you to advise you that your home is included on a planned programme of improvement work & inform you of the name and contact details of the contractors carrying out the works.
- If you have a kitchen or bathroom replacement, we will provide you with a selection of design and colour choices.
- Consider any adaptation or individual needs when planning improvements.
- Provide you with a name and contact number for the Officer managing the delivery of the improvement works at Leeds Federated Housing Association in case you have any further questions or concerns.
- Carry out sample quality audit inspections to completed works to ensure they meet the quality standards we expect.

Carrying out the planned / improvement work

When carrying out planned / improvement work to your home you can expect operatives / contractors to:

- Abide by the Contractor's Code of Conduct
- Contact you in advance of works commencing to confirm a start date.
- Keep to the times of any appointments made (where they know they will be late; they will contact you by your preferred method)
- Ensure all health and safety requirements are met, including any protocols around Covid-19.
- Minimise the inconvenience to you by working tidily and clearing up afterwards
- Where it is necessary to disconnect utilities, tell you in advance of disconnection and keep disruption to a minimum

What we expect of you

To help us achieve this standard we expect you to:

- Make sure you are at home when you have made an appointment
- Let us know at the earliest opportunity if you are likely to have any difficulty in allowing us to carry out the planned / improvement works
- Secure any valuables and clear out personal belongings from affected rooms prior to work starting
- Ensure a responsible adult (over 18) is present when the planned / improvement works are carried out
- Keep children and pets out of the way when the operatives are carrying out planned / improvement works to your property
- Refrain from smoking in the immediate areas where the operatives are working
- Provide feedback through a short customer satisfaction survey upon completion of the works
- Be respectful to our contractors whilst they work in your home. Any physical or verbally abusive behaviour will not be tolerated. Should contractors experience such behaviour they may suspend any works in your home and will report details to LFHA.

How will we measure out performance against this standard?

We will measure how good the service is through customer satisfaction surveys and sample quality audit inspections following completion of the works. Leeds Fed value your feedback and are committed to continually improving the services they deliver.

We will report performance to our Customer Challenger Panel, and publish details of 'You said, we did' improvements on our website and other communication channels.