

Planned Improvement Works Service Standards

We want any major improvements we make to run as smoothly as possible - whether it's a new kitchen, boiler, bathroom or windows and doors.



What you can expect from us

We will:

- ✔ Let you know **well in advance** when any major works are planned for your home.
- ✔ Consult you **before** refurbishment begins — and we'll keep you updated every step of the way.
- ✔ Give you a named Customer Liaison Officer and Project Manager to answer your questions and guide you through the process.
- ✔ Offer you real choices where possible.
- ✔ Visit your home and design your new kitchen with you, we'll also offer advice on styles and colours for units, worktop, flooring, tiles and decoration.
- ✔ Give you a choice of tiles and flooring for your new bathroom. We'll also decorate the room in the colour you choose from the options available.
- ✔ Stick to **agreed timescales** and keep you informed if anything changes.



How long do different improvements take?

- Boilers – **3 working days**
- Windows & doors – **5 working days or less**
- Bathrooms – **10 working days**
- Kitchens – **15 working days**
- Retrofit Insulation – **up to 20 working days**

We may need to extend these timescales if we uncover unexpected issues such as damp, pests, or building defects — but we'll always keep you updated.



Our contractors' commitment to you

When our contractors visit your home, they'll always:

- ✓ Show ID before entering.
- ✓ Respect and protect your belongings while they work.
- ✓ Follow our code of conduct — no loud music, no smoking, no bad language.
- ✓ Leave your home clean and tidy at the end of each day.
- ✓ Keep you informed about what's happening next.
- ✓ Provide instructions and user manuals where needed.
- ✓ Provide alternative accommodation in special circumstances.



Your commitment to us

You will:

- ✓ Allow us into your home as agreed during the work hours.
- ✓ Clear rooms and move personal belongings as requested prior to work starting.
- ✓ Always be respectful to our contractors.
- ✓ Let us know if you're unhappy with anything so we can agree a way forward.
- ✓ Not smoke or take drugs whilst we are in your home.
- ✓ Keep any pets away from the work areas.
- ✓ Keep children out of the work areas.
- ✓ Share feedback with us so we can look to improve our service for you.



How we'll know we're getting things right

We will:

- ✓ **Ask for your feedback** once work is complete, so we can keep improving.

We also monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- Homes that meet the Decent Homes Standard

Find out more about planned improvements at:

<https://www.lfha.co.uk/repairs/improvements-to-your-home/>