

# Your Repairs and Maintenance Service

**PCHA aims to provide excellent services and work with our residents to provide homes and estates that we are all proud of. We recognise that a significant part of this service is ensuring that we maintain our properties to a high standard, ensuring our homes are decent, safe and warm. This leaflet outlines what you can expect from our Repairs and Maintenance Service.**

## **We aim to:**

- Meet the standards expected by our residents
- Ensure our properties remain in good condition
- Safeguard our assets
- Provide services that are cost effective and value for money
- Minimise our environmental impact
- Fulfil the aims of our Asset Management Strategy
- Comply with legal requirements and the Decent Homes Standard
- Review our services through consultation with residents



The **Repairs and Maintenance Team** is responsible for managing the delivery of the following services:

- Our responsive repairs service
- Our cyclical maintenance programme
- Servicing and testing (e.g. – gas, asbestos, legionella)
- Our planned programme and asset management strategy

We also work in partnership with local authorities to deliver Aids and Adaptations to help people remain in their home. If you or a member of your family requires any adaptations, please speak to us or see our Aids and Adaptations leaflet.

## **Responsive repairs**

These are the unexpected day-to-day repairs reported by residents and staff such as leaks, electrical faults, missing roof tiles etc. These are categorised dependent upon the urgency or severity of the repair.

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## Cyclical maintenance

Cyclical maintenance is any maintenance and servicing that is carried out on a regular cycle of between 1 and 10 years. This can include annual gas servicing, internal and external communal decorations and gutter clearance. These works will be carried out based on need and cost rather than on a rigid cycle. However, we will publish an indicative programme on our website. Timescales for any agreed works will be communicated directly to you and any affected residents.



## Planned programme

This covers any major and/or improvement works that are normally planned in advance. This includes things like new kitchens, new bathrooms, new heating systems, replacement roofs, rewiring, new windows or any Decent Homes works.

We want to reduce the number of unexpected and emergency repairs needed and therefore, we plan to increase the number of preventative and planned works we carry out in the future. In order to do this, we have developed an indicative three-year rolling planned programme which will be publicised regularly. This programme will be based on our stock condition survey, in-house knowledge and pre inspection and will be subject to our budget and therefore may be subject to change at any time.



If you are due to have works done, we will consult with you prior to the works taking place and wherever possible, will give you some choice in the selection of certain design aspects for the purpose of upgrade, replacement or improvement (e.g. kitchen and bathroom replacements).

## What if I am in arrears?

If you are in arrears, you may lose some of your rights as a tenant regarding maintaining or developing your home. If you have less than 8 weeks of rent arrears, planned improvements (i.e. new kitchens/bathrooms) or non-urgent responsive repairs may be postponed. If you have more than 8 weeks of rent arrears, no planned improvements or non-urgent responsive repairs will usually be carried out.

# Your Repairs and Maintenance Service

## Health, Safety and Compliance

Our Repairs and Maintenance Team is also responsible for ensuring our homes are safe and compliant with our legal and regulatory standards. This includes overseeing the servicing of gas appliances, surveying properties for asbestos and testing the fixed electrical installation. These services occur on a rolling basis and we will contact you if and when any aspect of your property requires inspection.



We encourage residents to contact us if you have any issues relating to damp, mould or condensation. Further information is provided in our Leaflet “Damp, Mould and Condensation”. Please contact if you have any queries or concerns.

**Contact us:**

**T: 020 8659 3055**

**E: [repairs@pcha.co.uk](mailto:repairs@pcha.co.uk)**