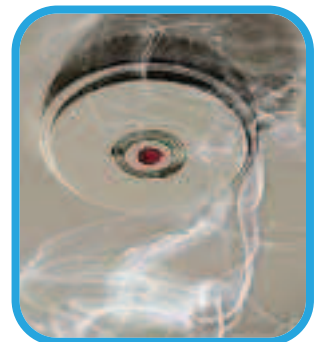


PLANNED & CYCLICAL MAINTENANCE



"Delivering Excellent Housing Services"

Planned & Cyclical Maintenance

Planned and Cyclical Maintenance

Very often, in order to ensure value for money, non-urgent repairs, especially larger work and the complete replacement of elements (external doors and frames, concrete footpaths, large fences, etc) will be collected together and completed in batches.

Such work is placed into a relevant planned and cyclical maintenance programme of works so that it can then be completed as a batch. This often reduces the cost of repairs and maintenance and allows us to complete more repairs for the same amount of money.

Wherever possible we undertake an external survey of approximately 15% of all the properties we manage every year. This allows us to pro-actively collate repair requirements and complete them as part of a planned and cyclical maintenance programme of works.

If you have any queries regarding this type of maintenance, please contact our [Repairs Call Handling Centre on Freephone Tel- 0800 479 4999](tel:08004794999).



External Painting Programme

We will keep the outside of your home and the communal parts of flats decorated as part of our painting programme.



If you live in a house or bungalow you may paint the outside of your home, but you must get our written permission first. A Technical Officer will visit your home to advise you accordingly. To arrange an appointment call our [Repairs Call Handling Centre on Freephone Tel- 0800 479 4999](tel:08004794999). Once you have been granted written permission we can arrange for any necessary repairs to be completed before you start.

Annual Property Health and Safety Check/Service

Ashfield Homes is committed to the health, safety and welfare of Ashfield District Council Tenants. As a HETAS, Gas Safe Register, Corgi and NIC EIC registered Company, all properties that Ashfield Homes manage on behalf of Ashfield District Council benefit from our Annual Property Health and Safety Check/Service.

Every tenant's home is visited by a specialist qualified engineer who will complete, by appointment, a full Property Health and Safety Check/Service.



Annual Property Health and Safety Check/Service (Continued)

FAULTY GAS OR SOLID FUEL APPLIANCES CAN GIVE OFF CARBON MONOXIDE.

THIS GAS CANNOT BE SEEN, TASTED, OR SMELT BUT IT CAN KILL YOU!!!!

FAULTY APPLIANCES CAN ALSO CAUSE EXPLOSIONS!

This service ensures all statutory health and safety checks are completed where possible in one visit. The Property Health and Safety Check/Service includes (if applicable):

- Gas service/safety check
- Solid fuel service/safety check
- Smoke Alarm service/test
- A safety check of any gas installation pipework (e.g pipework to a cooker)
- A periodic electrical inspection

The Annual Property Health and Safety Check/Service will normally be undertaken between the months of April and November. This reduces the risk of tenants being without heating or hot water in the winter/colder months, because your appliances will have been serviced in the warmer months of the year, therefore there should be less chance of you having a problem when the weather turns colder.

You will be contacted in writing to allow you to make a convenient appointment with our Property Health and Safety Check/Service provider. It is important that an appointment for this essential maintenance is made and kept. By doing so you greatly reduce the risk of putting yourself, your family, friends and neighbours health and life at risk, either through Carbon Monoxide Poisoning (CO) or explosion from a leaking gas supply.



If you are unable to be at home during normal working hours or have difficulties arranging access due to work or family commitments, please call our [Repairs Call Handling Centre on Freephone Tel- 0800 479 4999](tel:08004794999). We will make every attempt to work flexibly around your commitments, to ensure this service is successfully completed.

