

Major Repairs Programme

If you have any questions about the following information, please call Maintenance on 0141 342 1820 or email hello@key.org.uk





Major Repairs

Major Repairs are when we replace bigger items in the building (such as heating systems, windows etc) and are carried out during an organised programme. This is known as the Major Repairs Programme.

Our replacement cycle (pictured right) is a rough guide for how often we expect to replace an item. We consider 2 other things when looking at this programme:

- 1 How old the part is.
- 2 What condition the part is in.

We do not replace parts that are working well. We always try to make sure we are making best use of the available budget.

Item	Replacement Time
Heating Systems	15 years
Kitchens	17 years
Bathrooms	20 years
Windows	25 years
Roofs	60 years

Organising the Work

Once we have an agreed programme of works for the year (April 2016 to March 2017 for example), we will look at the most suitable dates for the items. For example, items that are weather dependent (i.e. external redecoration) are

programmed for the Summer and Autumn months.

You will be contacted by maintenance to inform you of our plans, and to give a rough timescale for the start of the work.

Maintenance and Housing Officers regularly inspect properties and the programme can be changed to reflect any potential problems and feedback we receive.

Preparing for the Work

Preparing for the work will often require visits to each property by the maintenance officer. They will be able to answer any questions you may have.

Once a contractor has been chosen, we will get in touch and let you know anything

you have to do (for instance clear kitchen cupboards).

If any dates are unsuitable we will agree a new date within the given time frame.



Where the work is to kitchens or bathrooms, the choice of units, worktops, fittings, tiling and floor coverings will be offered from a range of product brochures and samples provided by Key.

During and After the Work

During the work the contractors are very careful to avoid damage to paint or other finishes in the house. We check on this throughout the work.

Where unavoidable damage has occurred, we will assess this and we will either fix it, or offer a compensation cheque to you.

We will ensure you have a copy of all product manuals (for instance boiler instructions). Your Maintenance Officer will be able to show you how to work any new items and offer usage advice too.



Contact

If you have any concerns about the condition of any part of your home please get in touch with Maintenance on 0141 342 1820.

Alternatively email: hello@key.org.uk

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