

What are major repairs?

We invest between 4 million each year in major repairs.

Example of these works are:

- replacing a roof;
- installing new kitchens or bathrooms on an estate;
- replacing draughty windows with double glazed windows;
- installing new energy efficient boilers;
- installing digital TV aerials.

How do we know what works to do?

Thanks to information given by you, our tenants, along

with feedback from our surveyors, contractors, housing managers, consultants and stock condition survey; we can plan what works we need to do.

What do you need to do to help?

We will write to you to explain what works we are planning to do and how they will affect you. We will tell you if we need to gain access to your home and how long the works should take.

If we need to see inside your home we will tell you the name of the person and arrange a date and time with you when they will visit.

Everyone who works for us carry identification. Be sure to ask to see it before letting them in.

Who will do the works?

We have a small group of specialist contractors who will do the works with help from a group of consultants. Each project is managed by one of our in-house surveyors or engineers.