

When will my home be improved?



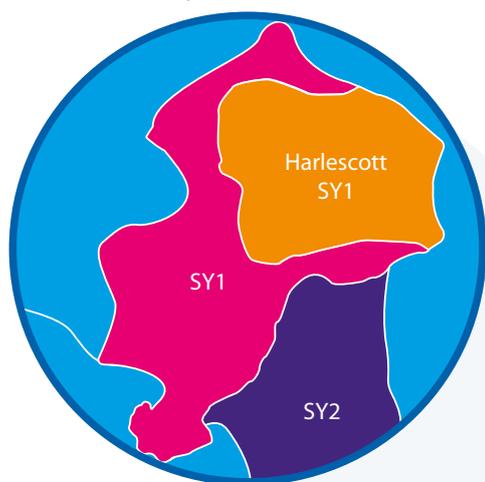
As a fair landlord, we plan home improvement work based on fixed timescales.

- **Kitchens** are replaced when they are at least **20 years old**
- **Bathrooms** are replaced when they are at least **30 years old**
- **Boilers** are replaced when they are at least **15 years old**
- **External doors** are replaced when they are at least **30 years old**
- **MOT upgrades** are carried out once every **five years**
- **Electrical tests** are carried out once every **five years**
- **Gas safety tests** are carried out **annually**

For more efficiency and savings, our teams work on an area-by-area basis. So instead of fitting a kitchen in Castlefields one day and Minsterley on another, they work together to replace all kitchens meeting the criteria in a particular street, at the same time.

When your kitchen, bathroom, boiler or front door is due for replacement there is no need to call us. We will contact you well before our teams are working in your area.

You can use our map below to see which area you are in. Then, check on the 10 year schedule of home improvements overleaf to find out when our teams will be in your area. There are two dates on the schedule as our teams work on a five-year rolling programme.



Postcode area one

SY1
(not including Harlescott)

Harlescott

Harlescott properties in SY1

Postcode area two

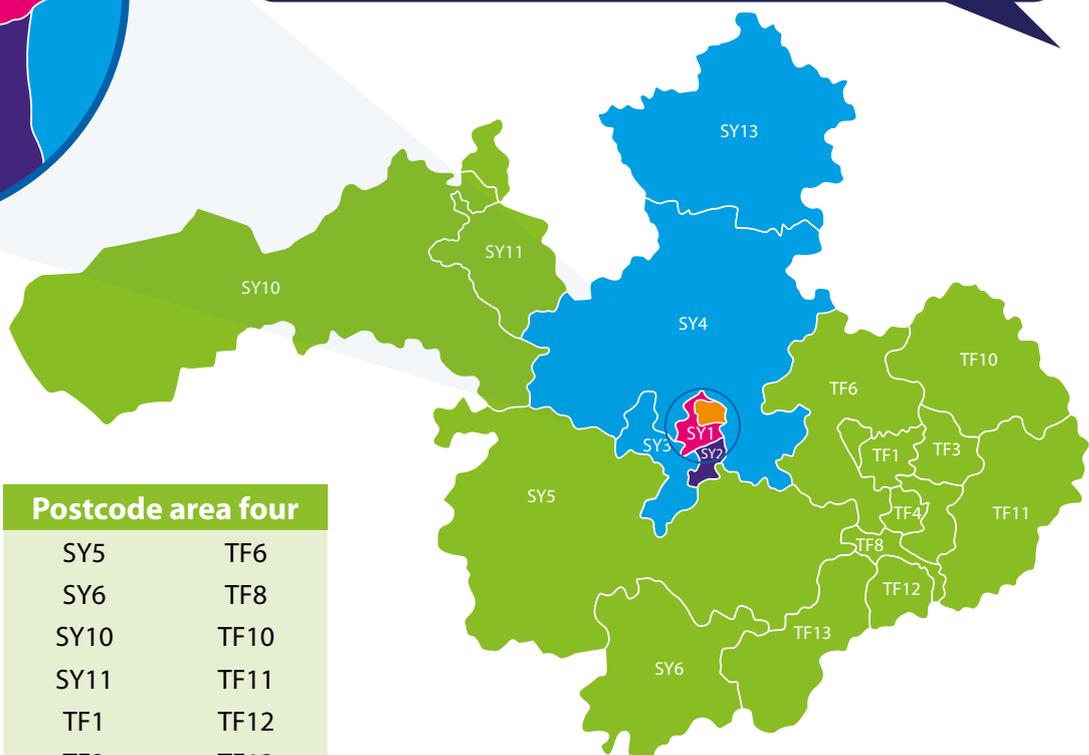
SY2

Postcode area three

SY3 SY13
SY4

Customers are often disappointed when we tell them that they are not yet due for a kitchen, bathroom or boiler upgrade but when we explain how we plan our works to treat everyone fairly, they usually understand.

Customer services team



Postcode area four

SY5	TF6
SY6	TF8
SY10	TF10
SY11	TF11
TF1	TF12
TF3	TF13
TF4	

1. Find your area
2. Check the work schedule overleaf

Ten year schedule of home improvements

Planned maintenance	Postcode area one	Harlescott	Postcode area two	Postcode area three	Postcode area four
Kitchens	2022/23 2027/28	2021/22 2026/27	2023/24 2028/29	2019/20 2024/25	2020/21 2025/26
Bathrooms	2019/20 2024/25	2020/21 2025/26	2021/22 2026/27	2022/23 2027/28	2023/24 2028/29
Boilers	Will be reviewed with kitchens and bathrooms and at your annual gas servicing check				
External MOT	2021/22 2026/27	2023/24 2028/29	2019/20 2024/25	2020/21 2025/26	2022/23 2027/28
External doors	As required following renewal inspection carried out during MOT upgrade				
Electrical testing programme	This will be determined by the date of your last electrical test, tests are on a five year cycle and cannot be refused				

When will you improve my home?

If your kitchen, bathroom, boiler or external doors do not fit the age criteria listed overleaf, they will continue to be repaired until sufficiently old enough and we are next in your area. Electrical testing and the external MOT are done on a five-year cycle.

What if I don't know the age of my kitchen, bathroom, boiler or front door?

If we think that something in your home might be due for replacement, we will contact you well ahead of the time when our teams are due to visit your area. We will arrange to carry out a brief survey of your home. We will be able to tell you if you qualify for the home improvement.

Will I have time to prepare for the work?

Yes! We will give you plenty of notice. In the case of kitchens and bathrooms, you will also be asked to choose from a range of fittings and tiles.

We will be able to advise you how to make life easier during the work.

Remember, our teams are experts, specialising in the work that they do. And because we organise home improvements efficiently, area-by-area, we make sure that all the people, equipment and fittings are available when they are needed. So even a new kitchen can be fitted in a week, with just a day or so the following week to complete the final touches.

Giving us access to your home

It's really important that you let us carry out planned improvements to your home as we cannot guarantee that we will be able to source and repair

old parts. This could lead to your home having mismatched replacement parts and it taking us much longer to complete your repair.

Keeping you safe

As part of our planned maintenance work, we carry out safety checks which are part of our legal responsibilities as your landlord and required by law. This work includes:

- Annual gas safety checks
- Electrical tests every five years
- Managing asbestos
- Servicing and maintaining passenger lifts in blocks of flats
- Ensuring that all our schemes and communal areas are fire safe
- Carrying out gas servicing and repairs
- Six monthly fire door checks

We carry out this work to keep you and your family safe. Failure to allow us access to your home to carry out these vitally important safety inspections is a breach of your tenancy, which could result in the loss of your home.

Keeping appointments

When we contact you to let you know we need to visit your home to make improvements or carry out safety checks, please help us to save money by agreeing a convenient time for us to visit and **keeping that appointment**. Every year we spend over **£60,000** on missed pre-booked appointments – money that could be spent improving even more homes.

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