

APPENDIX Our Maintenance & Improvement Programmes 2009/10



Introduction

This leaflet provides information on our proposed maintenance and improvement programmes over the forthcoming year – individual residents affected by the schemes will be consulted well in advance of the works taking place in accordance with our service standards that we should make clear:

- what will be happening
- explaining choices and options where these are possible
- when the work will be done
- how it is likely to take

Planned maintenance (where we have a programme to repair or renew individual building components such as roofs, windows or boilers) is different to our **response maintenance** service which is there to put things right if they breakdown or wear out. In addition we have a programme of **home improvements** – mainly kitchen and bathroom replacements – to ensure all our properties continue to meet the Decent Homes Standard and provide high levels of personal comfort for customers.

We are also keen wherever possible to apply sustainability principles such as the use of materials from sustainable sources, avoiding wastage and to reduce our carbon footprint in the manufacture of components and their delivery to site and installation.

This is a draft programme. We have already consulted our Tenant Repairs User Group and made changes but the programme will not be finalised until March 2009 when the Board of Management will be asked to approve it. Inevitably this will mean the draft programme will be subject to change both as a result of the consultation process but also by feedback from the ongoing stock condition survey that helps us decide where we can obtain the best value from the money we invest. At this point I'd like to thank customers for their help and assistance in the ongoing work to survey all our homes by 2013.

Proposed Maintenance & Improvement Programmes 2009/10

Planned maintenance - home safety

We have programmes in place to ensure the home environment is as safe as it can be, in particular:

What we are proposing	Location
<ul style="list-style-type: none"> A programme of electrical testing based on the age and condition of electrical fixtures and wiring – work is undertaken on both a responsive and planned basis depending on the urgency. 	<ul style="list-style-type: none"> All Rewiring at Bow Road, Wateringbury; Brionne Gardens, Chaucer Gardens, Tonbridge; Court Road, Burham; Lunsford Lane, Larkfield; Norman Road, West Malling; Station Road, Aylesford; Upper Green Lane, Shipbourne; Woodgate Road, Ryarsh, Barrie Drive, Larkfield
<ul style="list-style-type: none"> Maintenance of a comprehensive asbestos register and a programme of works of removal where there is considered advisable to do so; 	<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Regular water quality checks and preventative works in communal areas serving a number of properties to guard against risks associated with the Legionella bacteria; 	<ul style="list-style-type: none"> All properties with communal water supply
<ul style="list-style-type: none"> Conclusion of our programme for the installation of mains wired smoke alarms – 3000 were fitted during 2008/9 with ongoing upgrade work for 500 scheduled for 2009/10; 	<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Servicing of gas and solid fuel appliances on a rolling 11 month cycle; 	<ul style="list-style-type: none"> All

<ul style="list-style-type: none"> Regular fire safety inspections to grouped accommodation such as sheltered housing and a programme of works to ensure fire prevention measures meet current stringent guidelines. 	<ul style="list-style-type: none"> All properties with communal areas
<ul style="list-style-type: none"> A programme for upgrading door entry systems to ensure they remain reliable 	<ul style="list-style-type: none"> Various

Planned maintenance – other works

These are in place to ensure our properties remain in a good state of repair:

What we are proposing	Location
<ul style="list-style-type: none"> A programme of roofing overhauls and replacement 	<ul style="list-style-type: none"> Flat roofs to flats, Saltings Road, Snodland
<ul style="list-style-type: none"> Water mains replacements 	<ul style="list-style-type: none"> Penruddocke House, Tonbridge Nevill Place, Snodland
<ul style="list-style-type: none"> Solid fuel boilers and electric storage heaters upgrade 	<ul style="list-style-type: none"> Town Lock House Other various
<ul style="list-style-type: none"> External pre-painting repairs and painting 	<ul style="list-style-type: none"> Various
<ul style="list-style-type: none"> TV aerial and cabling upgrades to ensure 2012 digital switch-over readiness 	<ul style="list-style-type: none"> Selected sheltered schemes (TBA)
<ul style="list-style-type: none"> Internal front doors to communal areas 	<ul style="list-style-type: none"> This year we aim to install 420 doors, the remaining 304 doors will be completed during 2009/10
<ul style="list-style-type: none"> Timber windows replacement programme 	<ul style="list-style-type: none"> Bracken Walk, Tonbridge Griggs Way, Borough Green Pine Ridge, Tonbridge Willowside, Snodland

Home improvements

Our kitchen and bathrooms replacement programme in partnership with Lakehouse Contracts Ltd.

What we are proposing	Location
<ul style="list-style-type: none"> • Home improvements to kitchens and bathrooms – 600 properties will benefit on the conclusion of the 2008/9 programme - we aim to complete 500 for the 2009/10 year 	Catch-up (where home improvements previously offered but not taken up) <ul style="list-style-type: none"> • All properties built in the period 1900 to 1948
	Ongoing programme <ul style="list-style-type: none"> • Station Road, Aylesford • Penruddocke House, Tonbridge • Larkfield area homes built 1967 – 1969 period including Dickens Drive, Hardie Close, Howard Road, Lister Close, Morris Close, Ruskin Close, Shaftesbury Avenue, (East Malling) • Cobdown Close, Golding Close, Oak Drive, Robson Drive, The Avenue (Aylesford) • Tonbridge Area homes built 1970 to 1974 including Hectorage Road (1968), Tweed Road, Colne Road, Dove Road, Hamble Road, Snoll Hatch (East Peckham)