

MAINTAINING AND IMPROVING YOUR HOME



THAMES VALLEY HOUSING

Maintaining and improving your home

This leaflet gives you information about:

- Adaptations that can be made to your home if you have a disability
- Planned and cyclical maintenance we carry out on your home
- The estate services we provide
- What happens if you make improvements to your home

Adding aids and adaptations

We may be able to provide aids or adaptations to your home if you have a disability or special requirement. You will need to contact your family doctor or your local authority to arrange a referral to an occupational therapist who will assess your needs and write to us.

For further information, contact the Customer Service Centre on 0800 358 7767 (option 1).

We are responsible for keeping your home maintained to a high standard. We do this by carrying out regular cyclical and planned maintenance programmes.

Cyclical maintenance

We will carry out regular inspections to ensure our properties are kept in good condition.



Types of improvements/inspections	How often
Gas servicing	Annually
Lifts	Monthly/annually
Fire alarms	Every three months
Emergency lighting	Every two years
Fire extinguishers	Annually
Dry risers	Annually
Communal boilers	Annually
Sewage treatment including pumps and septic tanks	Annually
Portable electrical equipment e.g. fridges (owned by us)	Annually
Play equipment	Annually
Hard wired smoke alarms	Annually
Electrical testing	Every 10 years
External and Common Parts re-decoration	Every 5 years

NB This table is for guidance only.

Planned maintenance or improvements

These works are carried out as part of a planned programme. They include:

- Replacing fixtures and fittings within a set 'life expectancy'
- Major improvements to individual or groups of properties due to defects, deterioration or damage by fire, flood or other disaster
- Repairs or improvements for more than one property that are delayed and carried out together to make them more cost-effective.

Planned maintenance is based on the condition of our properties, repairs that have been deferred and any unexpected work that is needed.

If your property is due to have planned maintenance work carried out in the next 12 months we may delay carrying out the repairs you report until the work is carried out.

Planned maintenance is usually carried out as follows:

Item	Life cycle in years
Cyclical redecorations	5 years
Kitchen replacements	25 years
Bathroom replacements	30 years
Domestic gas boiler replacement	15 years

NB This table is for guidance only.

For details of proposed planned works, please visit our website www.tvha.co.uk.

Estates Services

These vary according to the property requirements.

We are usually responsible for:

- Estate services that include cleaning, cutting grass, clearing litter, tree management and gardening on a regular basis
- Buildings insurance, which includes your part of the building but not your belongings (Contents Insurance can be offered via our insurance company at a reduced rate, contact the Customer Service Centre on 0800 358 7767 (option 1) for details)
- Repairing communal areas
- Undertaking regular painting and decorating of communal areas.

Estate Services Standards

We will:

- Make available all specifications for services provided to your scheme
- Involve customers in choosing contractors and be open in the way we deal with contractors and customers
- Consult you on the nature of the services provided
- Visit your home as part of a visiting schedule
- Arrange site meetings (with the contractor if desired)



Gas safety checks

If you smell gas, call National Grid immediately on 0800 111 999

Under the Gas Safety (Installation and Use) Regulations 1998 we are required to carry out annual gas safety checks to all properties with a gas supply. This law requires Thames Valley Housing to ensure that gas central heating systems, fittings and flues provided are safe for use.

If you refuse our contractor access to your home to carry out this service, this may be seen as a breach of your tenancy. We will commence legal proceedings in order to gain entry and you will be liable for the costs.

Improvements you could make

You have the right to make improvements to your home if they are approved by us in advance. As long as the work carried out meets with building regulations and does not damage the property or reduce its value, we will usually agree.

You will need to supply written information to us on the planned improvement including drawings, planning consents and building control requirements, where necessary. We may send a surveyor to visit your property to assess the proposals.

Any damage caused to the property during or after installation is your responsibility.

Any improvements you make to your property will not be maintained by Thames Valley Housing.

If you end your tenancy you may be eligible for compensation for any major improvements we have approved. The amount of compensation would be calculated according to the cost of the improvement and any decrease in value over time. Compensation is paid for improvements worth more than £50 to a maximum of £3000.

To receive this compensation, you must write to TVH, with all the receipts for work carried out, within 14 days of the end of your tenancy.

For more information about improvements, contact the Customer Service Centre on 0800 358 7767 (option 1).

Please note: we do not allow laminate flooring to be laid in our flats.

Care of gardens

If you have a private garden, you are responsible for keeping it in a tidy state. You must not plant any deep-rooted or fast-growing trees. You are responsible for all the trees in your garden. These can damage the structure of your property and be a nuisance to neighbours by blocking light.

If you want to create a pond in your garden you must seek our permission first. When you leave the property, the pond must be filled in.



Thames Valley Housing

Premier House,
52 London Road,
Twickenham, TW1 3RP

- Customer Service Centre:
0800 358 7767
- Opening hours:
8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

Printed March 2010

Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print or an audio version of this document

إذا رغبت بالاتصال بنا بخصوص أي امر وتحتاج لمترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك. أيضاً بإمكاننا توفير منشور بطباعة ذات احرف كبيرة او تسجيل صوتي لهذه الوثيقة.

اگر به هرذیلی لازم دارید که با ما تماس بگیرید و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زبان مورد نظر خود را اعلام کنید. ما می توانیم چاپ با حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formie dużej czcionką oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que lingua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiocassete.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ (ਦੁਬਾਈਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ।
ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਲਿਖਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Hadii aad u baahatid inaad mala soo xiriirtid una baahan tahay turjumaan, soo wac 0800 358 7767 adigoo noo sheegaya luqadda aad ku hadashid. Waxa kalood heli kartaa dokumentigan oo maqal ah ama far waaweyn ku qoran.

اگر آپ کو کسی بھی مسئلے میں ہم سے بات کرنے اور اردو زبان کے ترجمان کی ضرورت ہے تو اس نمبر 0800 358 7767 پر ہم سے رابطہ کریں۔ یہ دستاویز کو آپ کو اپنا سے نسخوں یا آڈیو
نسخوں میں آڈیو ٹیپ یا کسی میڈیا کی جاسکتی ہے