

Home Standard

**Our offer on repairing,
maintaining and improving
your home**



November 2011



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Our offer on repairing, maintaining and improving your home

This leaflet is available in various formats, ie different languages, Braille, audio formats etc. Please contact us for further information.

We are committed to providing quality homes to everyone, by asking for feedback, setting high targets, providing value for money and by going that extra mile to provide quality services.

Our new home standard will mean that all of our homes will meet the outlined standard. This standard takes into account different needs and recognises that some people need extra help to use our services and to live in our homes.

Our new home standard tells you the standard of home you can expect from us as a Spire Homes' tenant.

We have listened and set the new home standard to reflect your needs and expectations. We will also make sure you have the opportunity to help us monitor and review the home standard. This will help us to provide a standard that ensures your experiences meet your needs and expectations and improves over time.

Our homes

Spire Homes owns and provides landlord services to almost 5,000 properties in Northamptonshire and Rutland.

The vast majority of these properties are traditionally built, mainly two to three bedroom houses with a small number of low level flats (two storey). We also have 21 supported housing schemes.

Our Home Standard

In accordance with our Business Plan, the objective of our Home Standard is to:

“Invest in our existing homes and deliver our promises to tenants in Rutland”

To achieve this aim we will :

- Make sure our homes in Rutland meet the government's decent homes' standard before October 2014. Our other homes already meet this standard.
- Have plans in place to deliver improvements to your home on time and in accordance with the promises made to tenants in Rutland.
- Monitor the delivery of all improvements to make sure all works are completed to a high quality standard.

- Involve tenants at every stage ensuring that they shape and influence the delivery of all improvements and monitor the achievements.
- Have plans in place to improve our homes, which will improve their value as well as making them more desirable.
- Ensure that all properties are safe and comply with all Health and Safety regulations.
- Deliver improvement programmes (including solar panels, air source heat pumps, PV panels, improved insulation) to prioritise increasing the energy efficiency of our homes and reduce our carbon footprint. Our aim is to ensure our average RDSAP is greater than 70 by October 2014. (RDSAP is the energy efficiency rating of your home and is measured on a scale of 1 to 100, with 100 being the most energy efficient).
- Build new homes to excellent eco standards and with high levels of recycling and renewable components.
- To introduce a low cost helping hand (Handyman service) by November 2011 to help with small jobs around the home which are the responsibility of the tenant.
- To publicise our Tenants' Assistance Scheme as a way of helping elderly or vulnerable tenants with decorating or gardening.
- Monitor all of our contracts to ensure programmes are delivered within budgets and to ensure that they provide excellent value for money.
- Ensure that all of our contractors who work in your home follow our contractors' code of conduct and monitor this using our tenant satisfaction survey questionnaire after all works are completed.



Our offers to you

Offer 1 : Repairs to your home

We will :

- Give you a choice of appointments to carry out the work. We will monitor the percentage of appointments made. All urgent and routine repairs will be given an appointment. Emergency repairs do not require an appointment and will receive an immediate response from our contractors.
- We shall offer flexible appointment times to suit you, including evenings and weekends. We will monitor the percentage of appointments kept by our contractor. Our target is that 95 out of every 100 repair appointments will be kept.
- Prioritise repairs for vulnerable tenants.
- Provide a 24 hour 7 days per week emergency repair service.
- Attend any make safe emergency repairs within **24 hours** of reporting the repair. Our target is that 100 out of every 100 emergency repair orders raised will be completed on time.
- Carry out less urgent repairs within **7 days**. Our target is that 99 out of every 100 urgent repair orders raised will be completed on time.
- Carry out routine repairs within **28 days**. Our target is that 99 out of every 100 routine orders raised will be completed on time.
- Send you a letter confirming the repair reported and when it will be done.
- Tell you if the repair is your responsibility when you report it.
- Aim to complete at least 85 out of every 100 repairs on the first visit to your home.
- Check at least 1 out of every 10 completed repairs (**10%**) to see how well they have been done. Our target is that 95 out of every 100 post inspections will meet a satisfactory standard.
- Follow health and safety regulations at all times.
- Show respect to you and your home at all times.
- Make sure **all** services affected by the work are left in full working order.

- Leave a card if you are not in when we call so you can re-book the repair.
- Show you photo identification when we visit you. Our target is that 95 out of every 100 tenants are shown identification.
- Remove any rubbish following the work and leave the area clean and tidy. Our target is that 95 out of every 100 tenants are satisfied with the clean up.
- Send you a satisfaction survey to find out how satisfied you are with the work. Our target is that 97 out of every 100 tenants are satisfied overall with the repair service.

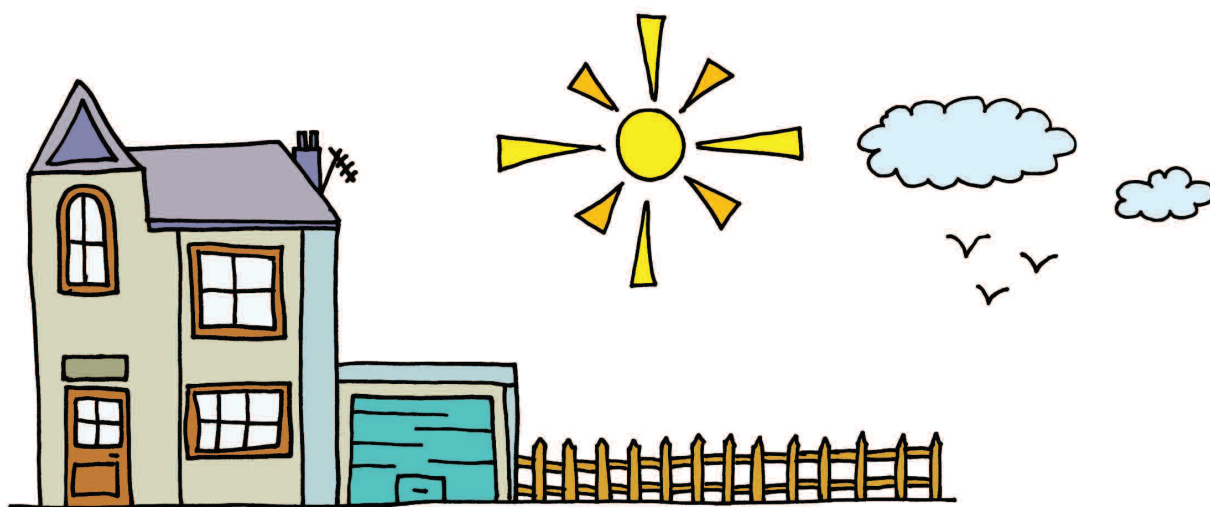


Offer 2 : Improvements to your home

We will:

- Replace kitchens at least every 20 years, bathrooms at least every 30 years and boilers at least every 15 years; ahead of the cycles required by the decent homes' standard.
- Fit 'A' rated energy efficient boilers on all heating replacement projects.
- Carry out our improvements to our sheltered schemes within the next 2 years.
- Replace all timber fascias and soffits with PVCu within the next 6 years.
- Redecorate internal common areas within flat blocks over the next 6 years.
- Carry out environmental improvements each year in consultation with residents to improve neighbourhoods and the areas around tenants' homes.
- Top up loft insulation to 300mm during the next 2 years.
- Offer security improvements free of charge to vulnerable tenants.
- Carry out a property survey which checks the condition of 20 out of every 100 homes every year. This will ensure that we can plan our long term investment programmes and continue to meet the decent homes' standard as a minimum in the future.
- Carry out further planned projects such as replacement roofing, footpath and garage improvements to ensure that we maintain high quality assets and reduce day to day repairs.
- Wherever possible during all improvement works we will give you a choice of colour and layout before we do any work in your home.
- Let you know who will be carrying out the work and when, with a minimum of **4 weeks** notice in advance.
- Contact you, so we can make sure we take into account any special needs you may have before we start the work.
- Let you know within **10 working days** of receiving an application whether, or not, you can carry out your own improvements/alterations to your home.
- Carry out an asbestos survey before any major improvement work and inform you of the results.

- Provide a resident liaison officer to support you and keep you informed of the work progress.
- Make sure all services affected by the work are reconnected at the end of each day.
- Inspect **all** completed works to see how well they have been done.
- Ensure all contractors follow our major works' standard which sets out service standards expected during all improvement works.
- Follow health and safety regulations at all times.
- Show respect to you and your home at all times.
- Show you photo identification when we visit you. Our target is that 95 out of every 100 tenants are shown identification.
- Remove any rubbish following the work and leave the area clean and tidy. Our target is that 95 out of every 100 tenants are satisfied with the clean up.
- Send you a satisfaction survey to find out how satisfied you are with the work. Our target is that 97 out of every 100 tenants are satisfied overall with the improvement work.



Offer 3: Gas and Solid Fuel Safety

We will :

- Carry out a safety check **annually** (we must do this by law). Our target is that all services should be completed once within a 12 month period.
- We will start to make access arrangements to carry out servicing up to 2 months before the service due date.
- Issue you with a copy of a current gas or solid fuel safety certificate.
- If you have smoke detectors (which we have installed) we will check these at the same time as the heating service.
- Provide a 24 hour 7 days per week emergency breakdown service.
- We will use a qualified gas inspector to check 1 out of every 10 gas services completed.
- Show you photo identification when we visit you. Our target is that 95 out of every 100 tenants are shown identification.
- Remove any rubbish following the work and leave the area clean and tidy. Our target is that 95 out of every 100 tenants are satisfied with the clean up.
- Send you a satisfaction survey to find out how satisfied you are with the work. Our target is that 97 out of every 100 tenants are satisfied overall with this service.



Offer 4 : Empty Homes

We will :

- Inspect all empty homes within **24 hours** of the keys being handed in, and identify repairs required in accordance with our re-let standard.
- Aim to re-let empty homes (requiring minor repairs) within **28 working days**.
- Charge you for the cost of putting right any damage or neglect or removing any rubbish left when you leave your home.
- Make sure **all** homes are safe and secure whilst empty.
- Make sure **all** homes meet our agreed re-let standard before we re-let them.
- Offer a choice of paint and equipment (if required) to new tenants moving in.
- Make sure **all** homes have a current gas safety and electrical certificate.
- Show **all** new tenants how to use their heating system when they have moved in and have arranged a fuel supplier.
- Tell you about any less important repairs which can be done after you move in, and agree timescales for completing these repairs.
- Give you an Energy Performance Certificate for your new home.
- Make sure your new home is clean and the garden is free of rubbish.
- Inspect **all** homes are ready to be re-let.
- Send you a satisfaction survey to find out how happy you are with your new home. Our target is that 85 out of every 100 tenants are satisfied overall with the condition of the property.

Offer 5 : Aids and Adaptations

We will :

- Refer your details to an Occupational Therapist (OT) to assess your needs.
- Carry out minor works (such as grab rails) within **5 working days** if the OT has recommended these works.
- Assess your case fairly.
- Work with your housing officer to move you into a more suitable home, if agreed.
- Keep you informed if there is a waiting list for major aids and adaptations.
- Inspect work that has been carried out to check it meets our high standards.
- Help you apply for a Disabled Facilities Grant or charity funding if this is appropriate.
- Refer your case to another organisation that may be able to assist you (where appropriate).
- Send you a satisfaction survey to find out how the work went. Our target is that 97 out of every 100 tenants are satisfied overall with this service.



Offer 6 : Grounds Maintenance

We will :

Provide the grounds maintenance service for communal gardens around sheltered accommodation and general needs flat blocks. Our service does not include the maintenance of individual gardens or the trees within them.

Summer programme (March to October)

Sheltered communal areas

- Cut grass at least every **2 weeks** – including collection of cuttings (depending on weather).
- Tend to shrub beds **once a month**.
- Cut back hedges **once** during the programme.
- Weed spray handstandings (**4 times** during the programme).

General needs communal areas

- Cut grass to communal areas at least every **2 weeks**.
- Tend to shrub beds **once a month**.
- Weed spray handstandings (**4 times** during the programme).
- Cut back hedges **once** during the programme.

Winter programme (November to February)

Sheltered communal areas

- Tend to shrubs **once**.
- Cut back hedges **once**.
- Leaf collection **4 times** during leaf fall period.

General needs communal areas

- Tend to shrub beds **once** during the programme.

Send you a satisfaction survey to find out how happy you are with this service. Our target is that 85 out of every 100 tenants are satisfied overall with this service.

Offer 7 : Making sure we meet our Health and Safety requirements

We will:

- Check the electrical installation in all properties every 10 years.
- Remove asbestos during improvements works if possible.
- Check and clean sites in accordance with legionella prevention recommendations.
- Carry out cleaning to communal areas within sheltered accommodation and general needs flat blocks. We will monitor this service by sending you a satisfaction survey. Our target is that 85 out of every 100 tenants are satisfied overall with this service.
- Carry out tree surveys to all communal areas every 5 years.
- Service all lifts and stairlifts owned by Spire Homes every year.
- Service and check all communal fire alarm equipment, emergency lighting and automatic doors every year.
- Upgrade all fire precaution equipment in sheltered accommodation to make sure it is hard wired and is failsafe if it is accidentally disconnected.
- Check and maintain all playground equipment every year.
- Service and maintain all sewage treatment plants.
- Carry out Portable Appliance Testing to all equipment in communal or shared areas every year.
- Implement a programme to check and install Radon sensors in homes in Radon areas.
- Implement a programme to check lightning conduction equipment on communal buildings.
- Be responsible for maintaining television aerials in sheltered accommodation and general needs flat blocks.
- Service and check all communal security lighting and close circuit television (CCTV) equipment every year.
- We will assess the safety rating of your home when carrying out our surveys that record the condition of your home.



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Rushden Office

1 Crown Court,
Crown Way,
Rushden,
Northamptonshire
NN10 6BS

telephone: 0300 123 66 11

text: 077 9780 0062

email: spirehomes@longhurst-group.org.uk

www.spirehomes.org.uk



Spire Homes (LG) Ltd is a registered
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