



Monmouthshire Housing
Tai Sir Fynwy

Great People, Great Homes, Great Location

PLANNED IMPROVEMENTS:
**PROTECTING
THE FUTURE**

"Providing high quality homes & services that put people first"

Open



Fair



Flexible



Achieving



MHA's Mission Statement:

"To provide **high quality homes**
& services that put **people first**"

Introduction



We aim to ensure that your home is warm, safe, secure and equipped with modern facilities.

Planned Improvements

What is Planned Maintenance?

Planned maintenance involves the replacement of building components (such as windows or kitchens). It is a pre-planned organised programme to ensure your property is maintained to the highest possible standard.

It is a cost effective and efficient way of carrying out improvements and helps to reduce the amount of the more expensive day to day or emergency work that we may otherwise need to carry out.

How do we monitor the condition of your home?

It is important that we know the condition of your home. To do this, we carry out regular stock condition surveys.

The information collected from these surveys is then regularly updated after we carry out any improvement work or if we identify something in poor condition.

We also regularly check gas, solid fuel and oil heating appliances and electrical installations.

This check will be carried out at least every year.

Planned Improvements

How do we identify priorities?

The stock condition information tells us which building components are in the worst condition and helps to identify when they should be replaced.

We use this information to establish the annual planned maintenance programme, which is then prioritised by taking a number of factors into account, including;

- **Tenant health and safety**
- **Home security**
- **Whether homes are warm and weatherproof**
- **Whether homes have modern facilities**
- **Whether external facilities are in good condition**

Work will also be prioritised depending on the type of property concerned.

- **Purpose-built disabled accommodation**
- **Older persons and Sheltered accommodation**
- **General needs accommodation**

When prioritising work, where possible, we will discuss our proposed programme with the Tenants' Forum and any constituted tenants groups.

Planned Improvements

What standards can I expect?

We want to provide homes with improvements of the highest standards. We will work to a minimum standard, that has been previously been agreed with the Tenants' Forum.

For example, we will install double glazed doors and windows, which will comply with the Police security standards. If you would like more information about this, your local Area Maintenance Officer will be pleased to help.

What information will I receive?

Our programme and the names of streets or blocks of flats where we will be carrying out work will be publicised each year in Tenant Matters (our newsletter).

All tenants due to have planned maintenance work carried out will be invited to attend a drop-in session, organised by the Planned Maintenance Team.

This will be an opportunity to find out more about the planned work and to meet the staff who will be organising the contract.

Planned Improvements

What information will I receive?

1. Where internal works, such as kitchen replacements are being carried out, a copy of the agreed kitchen plan will be given to you, after a kitchen designer has visited you.
2. Before work starts, you will have the opportunity to meet the contractor's named representative.
3. At least one week before, you will be informed that work is due to start and you will be provided with the following information:
 - **The type of work**
 - **The name of the contractor**
 - **The name of the contractor's site representative**
4. At least three days before the work is due to start, you will be contacted by the contractor to arrange access.
 - **Contract start and completion date**
 - **A named Monmouthshire Housing contact**
 - **Information about how to contact us if you are unhappy about any aspect of the job**

Planned Improvements

What information will I receive?

We will contact all tenants due to have work carried out (before work starts) with an invitation to become a 'Liaison Tenant'.

If you are interested, you will be able to put yourself forward.

This is an informal opportunity to act as a contact between your neighbours and Monmouthshire Housing.

You could help us find out important information from tenants to help the contract run as smoothly as possible.

We understand that some tenants will not want to formally report comments to Monmouthshire Housing, or join a tenants' group.

What standards can

Some people may be more willing to discuss a problem with a friend or neighbour who can pass on important information of which Monmouthshire Housing or a contractor will not be aware.

Planned Improvements

What's the Better Build Group?

The Better Build Group is a group of tenants and Monmouthshire Housing officers who are consulted on all aspects of major works from the appointment of professional advisors to making sure things run smoothly on site.

Tenant members of the group are nominated from the Tenants' Forum and they will have the opportunity to monitor and influence:

What standards can

- **The stock condition survey**
- **The capitol programme**
- **The managing agent**
- **The Liaison Tenant Scheme and Code of Conduct**
- **Equal Opportunities**
- **Monitoring contracts**
- **Customer feedback**
- **Investment in the local community**
- **Overall performance**

Planned Improvements

What choices are available to me?

Wherever practicable, we want to give you as much choice as possible and the opportunity to influence decisions that are made about your home.

We will give you the opportunity to discuss all works prior to the start of the contract.

We are able to offer you a choice in relation to:

- **Design, layout and colour for new kitchens (must comply to WHQS Criteria)**
- **Colours for kitchen and bathroom floor covering**
- **Power socket location**

Feedback

When we have finished working in your home we will invite you to complete a feedback form to find out how satisfied you are.

It is important that we know and understand whether you consider we carried out the job well, or whether you experienced any problems, however small.

We will use your comments to help improve the service in the future.

Notes

How to contact us



General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on:

- **0345 677 2277**
(local call rate)
- **01495 761100**
(if you are calling us from a mobile)*

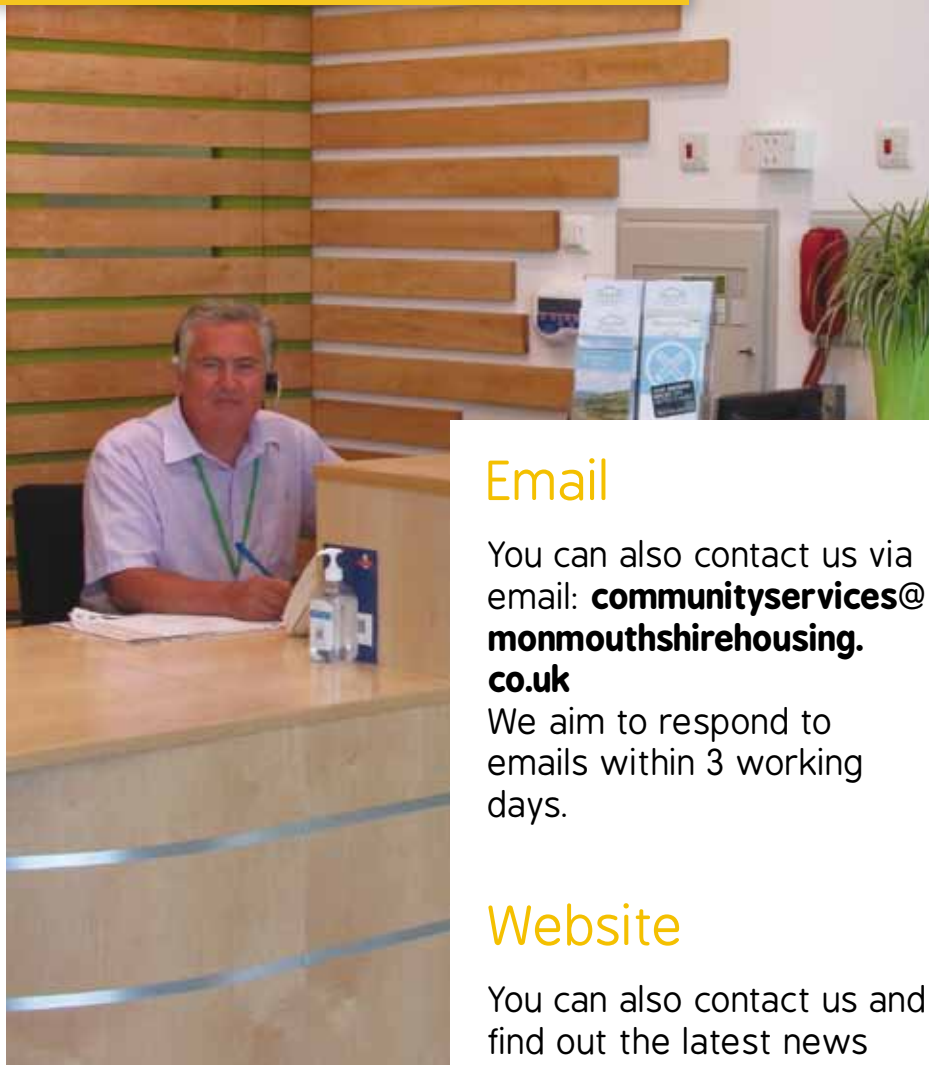
Freephone Repairs Hotline (Including Emergency Out Of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on:

- **0800 980 7751**
- **01495 761143**
(if you are calling from mobile)*

*Calls to our 0800 or 0345 number may cost you more than the 01495 numbers if you are calling from a mobile phone.

How to contact us



Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at:

www.monmouthshirehousing.co.uk

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh, braille or audio format.

Useful Contacts:

MHA's Main Office

0345 677 2277

Repairs Helpline

(Mobile Users)

0800 980 7751

01495 761143

Citizen's Advice Bureau

Abergavenny

01873 735865

Caldicot

0844 772 020

Chepstow

0844 772 020

Monmouth

0844 772 020

Gwent Police

01633 838111

Useful Websites

Our Website: www.monmouthshirehousing.co.uk

MCC's Website: www.monmouthshire.gov.uk

Useful Email Addresses:

General Correspondence

communityservices@monmouthshirehousing.co.uk

Compliments, Comments or Complaints

continuousimprovement@monmouthshirehousing.co.uk

Monmouthshire Homesearch

info@monmouthshirehomesearch.co.uk

Monmouthshire Housing Association

☎ 0345 677 2277

✉ communityservices@monmouthshirehousing.co.uk

🌐 www.monmouthshirehousing.co.uk

✉ **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ

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