

How we will improve your home - fact sheet

Certain components in your home wear out over time and some can become unsafe and need repairing or replacing. We are committed to improving our homes, to ensure that they meet your expectations. To keep your home in a good condition, we may need to improve or replace some fixtures as they reach the end of their useful life. The table below shows the estimated replacement cycles

Improvement	Age
Bathroom	30 years
Boiler	15 years
EICR (Electrical Installation Condition Report)	5 years
External doors	30 years
Kitchen	20 years
Windows	30 years

If your fixtures do not fit the age criteria, we will try to repair them until they are eligible for replacement and our installation teams are in your area.

If we are planning to carry out any improvements to your home, we will give you plenty of notice. When you have a new kitchen or bathroom installed, where practical, we will give you a degree of choice from a range of fixtures and fittings, including wall and floor tiles. However, some improvements are not negotiable if there are safety concerns.

It is important that you accept planned improvements to your home when we contact you to arrange this work. Unfortunately, it is not always possible to source components for ageing fixtures. This can mean that replacement parts, including basin taps and window latches, are mismatched and it can take much longer to complete routine repairs.

We do not redecorate your home following improvement works. However, following electrical rewires, we understand that some customers may need help and we will look at all cases individually. If the following conditions apply to you, please let us know and we will try to help:

- ◆ You have a disability, medical condition or respiratory illness that means you would be unable to undertake decorating yourself. This includes arthritis, balance or vertigo disabilities, being registered blind or having a long-term or terminal illness that affects your day-to-day activities.
- ◆ Your tenancy agreement specifically states that we will decorate following improvement works.

Please note:

We undertake electrical inspections every five years and these could result in remedial works or a full rewire. Therefore, we advise customers who decorate between the five year scheduled inspections, to retain your materials. This will enable any damaged areas to be repaired following the works.

If you have matching paint or existing paper, we will advise you about how to best use it or try to patch the areas that were damaged during the works, using your materials.

In these cases, we may be able to offer the services of a decorator for half a day to carry out the agreed work in your home.

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