

When will my home be improved?



As a fair landlord, we plan this work based on fixed timescales.

- Kitchens will be replaced when they are at least 20 years old
- Bathrooms are replaced when they are at least 30 years old
- Boilers are replaced when they are at least 15 years old
- External doors are replaced when they are at least 30 years old
- MOT upgrades are carried out once every five years
- Electrical tests are carried out once every five years
- Gas safety tests are carried out annually

Customers are often disappointed when we tell them that they are not yet due for a kitchen, bathroom or boiler upgrade but when we explain how we plan our works to treat everyone fairly, they usually understand.

Member of our Customer Service team, March 2015.

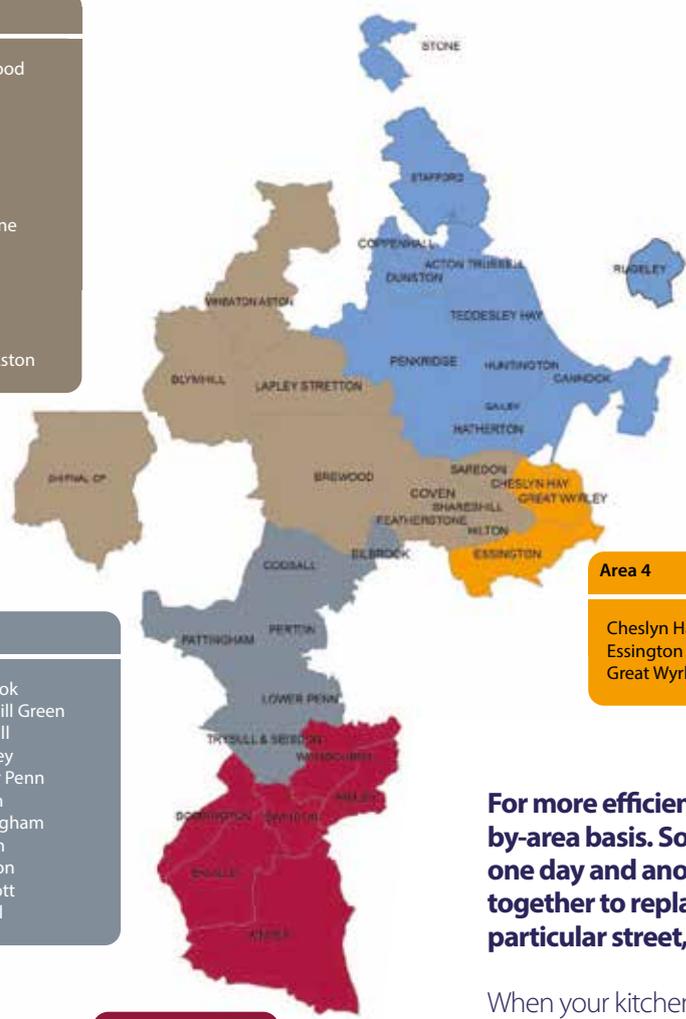
- Area 3**
- Bishops Wood
 - Blymhill
 - Brewood
 - Brinsford
 - Broseley
 - Calf Heath
 - Coven
 - Featherstone
 - Hilton
 - Lapley
 - Saredon
 - Shareshill
 - Shifnal
 - Wheaton Aston

- Area 5**
- Acton Trussell
 - Brereton
 - Cannock
 - Chadsmoor
 - Churchbridge
 - Dunston
 - Gailey
 - Hatherton
 - Heath Hayes
 - Hednesford
 - Huntington
 - Longford
 - Norton Canes
 - Penkridge
 - Rising Brook
 - Rugeley
 - Stone
 - Wedges Mills

- Area 2**
- Billbrook
 - Burnhill Green
 - Codsall
 - Coseley
 - Lower Penn
 - Oaken
 - Pattingham
 - Perton
 - Seisdon
 - Trescott
 - Trysull

- Area 4**
- Cheslyn Hay
 - Essington
 - Great Wyrley

- Area 1**
- Alverley
 - Bobbington
 - Bridgnorth
 - Enville
 - Highley
 - Himley
 - Kinver
 - Smestow
 - Swindon
 - Wombourne



↓
Find your area

↓
Check the work scheduled for that area

For more efficiency and savings, our teams work on an area-by-area basis. So instead of fitting a kitchen in Penkridge one day and another in Wombourne on another, they work together to replace all kitchens meeting the criteria in a particular street, at the same time.

When your kitchen, bathroom, boiler or front door is due for replacement there is no need to call us. We will contact you well before our teams are next in your area.

First, use our map to see which area you are in. Then, check on the schedule of home improvements to find out when the teams will be in your area.

1. Find your area
2. Check the work scheduled for that area



10-year schedule of home improvements



Planned maintenance	AREA 1	AREA 2	AREA 3	AREA 4	AREA 5
Kitchen Years 1-5	01/04/2018 - 31/03/2019	01/04/2015 - 31/03/2016	01/04/2019 - 31/03/2020	01/04/2016 - 31/03/2017	01/04/2017 - 31/03/2018
Kitchen Years 6-10	01/04/2023 - 31/03/2024	01/04/2020 - 31/03/2021	01/04/2024 - 31/03/2025	01/04/2021 - 31/03/2022	01/04/2022 - 31/03/2023
Bathroom Years 1-5	01/04/2017 - 31/03/2018	01/04/2016 - 31/03/2017	01/04/2015 - 31/03/2016	01/04/2019 - 31/03/2020	01/04/2018 - 31/03/2019
Bathroom Years 6-10	01/04/2022 - 31/03/2023	01/04/2021 - 31/03/2022	01/04/2020 - 31/03/2021	01/04/2024 - 31/03/2025	01/04/2023 - 31/03/2024
Boilers	Will be reviewed with kitchens and bathrooms AND at your annual gas servicing check				
External Doors Yrs 1-5	01/04/2015 - 31/03/2016	01/04/2019 - 31/03/2020	01/04/2017 - 31/03/2018	01/04/2018 - 31/03/2019	01/04/2016 - 31/03/2017
External Doors Yrs 6-10	01/04/2020 - 31/03/2021	01/04/2024 - 31/03/2025	01/04/2022 - 31/03/2023	01/04/2023 - 31/03/2024	01/04/2021 - 31/03/2022
Electrical Testing Programme	This will be determined by the date of your last electrical test, tests are on a 5 year cycle and cannot be refused				
External MOT Yrs 1-5	01/04/2017 - 31/03/2018	01/04/2018 - 31/03/2019	01/04/2019 - 31/03/2020	01/04/2016 - 31/03/2017	01/04/2015 - 31/03/2016
External MOT Yrs 6-10	01/04/2022 - 31/03/2023	01/04/2023 - 31/03/2024	01/04/2024 - 31/03/2025	01/04/2021 - 31/03/2022	01/04/2020 - 31/03/2021

When we are in your area your kitchen, bathroom, boiler or external doors must be AT LEAST the following age to qualify for replacement:

Kitchens - 20 years **Bathrooms - 30 years**
Boiler - 15 years **External Doors - 30 years**

If your component does not fit the age criteria above when we are in your area, it will continue to be repaired until it is sufficiently old enough AND we are next in your area. Electrical Testing and the External MOT are done on a five year cycle.

What if I don't know the age of my kitchen, bathroom, boiler or front door?

If we think that something in your home might be due for replacement, we will contact you well ahead of the time when our teams are due to visit your area. We will arrange to carry out a brief survey of your home. We will be able to tell you if you qualify for the home improvement.

Will I have time to prepare for the work?

Yes! We will give you plenty of notice. In the case of kitchens and bathrooms, you will also be asked to choose from a range of fittings and tiles.

We will be able to advise you how to make life easier during the work and we can even show you videos made with the help of our tenants, so that you know what to expect when work begins.

Remember, our teams are experts, specialising in the work that they do. And because we organise home improvements efficiently, area-by-area, we make sure that all the people, equipment and fittings are available when they are needed. So even a new kitchen can be fitted in a week, with just a day or so the following week to complete the final touches.

Keeping you safe

As part of our planned maintenance work, we carry out the safety checks which are part of our legal responsibilities as your landlord. This work includes:

- Annual gas safety checks
- Electrical tests every five years
- Managing asbestos
- Servicing and maintaining passenger lifts in blocks of flats
- Ensuring that all our schemes and communal areas are fire safe
- Carrying out gas servicing and repairs

We carry out this work to keep you and your family safe. Some of the checks are required by law.

When we contact you to let you know that we need to visit your home to do this kind of safety work, please help us to save money by agreeing a convenient time for us to visit and **keeping that appointment.**