

Investing in your homes

Planned Maintenance and Improvement Works Service Standards



Mansfield District Council
Creating a District where People can Succeed

www.mansfield.gov.uk

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Planned Maintenance and Improvement Works Service Standards

Mansfield District Council is proud of the quality of services we provide and we are committed to providing services that meets the diverse needs of all our tenants in a sensitive, fair and efficient manner.

Mansfield District Council has developed a programme to carry out planned maintenance and improvement works to properties and these standards explain what level of service you can expect from us when we carry out any maintenance or improvement works to your property.

The standards reflect what you have told us are important and using various consultation and feedback methods we will continually monitor and review the standards to ensure we are delivering a service that you are happy with.

What work is carried out?

Work carried out under the planned maintenance and improvement programme could include:

- Kitchens'
- Bathrooms'
- Replacement soffits and fascias
- Electrical upgrades
- Heating upgrades
- District Heating replacement
- Environmental improvements

How do we plan this work?

Mansfield District Council holds information on all the properties it manages and this information allows us to develop a programme of improvement works for the forthcoming years.

We are committed to involving tenants in the development of the programme and we will therefore consult you on our proposals.

Who will carry out this work?

The work will be carried out by Mansfield District Council's repairs service and external contractors.

We are also committed to ensuring tenants are involved in the selection of any contractors and we will therefore invite tenants to sit on our tender selection panel.

How will I know if my home is scheduled for work?

We will publish a summary of our programme in the April edition of the 'Tenants Contact' newsletter and make it available on our webpage.

A more detailed version specifying what works will be undertaken will also be made available at area housing offices and on our webpage.

If you require further details you can contact us directly on 01623 463268

If works are planned on your home

We will:

- Write to you 21 days in advance of the planned works start date in order to warn you about when it will start and tell you what it will involve
- Write to you 7 days in advance of the planned works start date in order to confirm details of the planned works including details of how long the work should take and possible disruption.
- Provide you with a name and contact number at Mansfield District Council in case you have any questions you want to ask
- Provide you with an out of hours and emergency contact number to use if any problems arise because of the work being carried out

What can I expect from the operatives carrying out the work?

We have a detailed code of conduct that we expect all of our operatives and contractors to follow. As a minimum they must:

- Make an appointment to carry out work whenever that work needs access to your home
- Arrive promptly at the agreed time to complete the work
- When a delay is unavoidable, explain the reason for the delay and agree an alternative appointment with you

- Wear and show identification cards at all times
- Not smoke in your home
- Not play radios in or near your home
- Always use dust sheets when any dust and debris is likely to be caused by the work
- Clear away any rubbish and clean up at the end of the day
- When it is necessary to temporarily disconnect utilities, tell you in advance and keep interruption to a minimum
- Take particular care in homes where there are small children, particularly with regard to sharp tools and toxic substances
- Be courteous and respectful at all times
- Not use any of your facilities without your permission
- Take all reasonable steps to ensure the security of your property and possessions

What do I need to do?

- Let us know at the earliest opportunity if you are likely to have any difficulty in allowing us to carry out the planned works
- Provide access to the council operatives or contractor at reasonable times before, and during the work
- Take reasonable steps to ensure the health and safety of all occupants during the work including children and pets.
- Secure any valuables and confidential items before, and during the works
- Clear out personal belongings from any affected rooms prior to works starting
- Allow access following completion so that we can carry out repairs to any defects that have arisen following the completion of the works

Once works have been completed

We will ask you for your feedback on how we have performed against the service standards

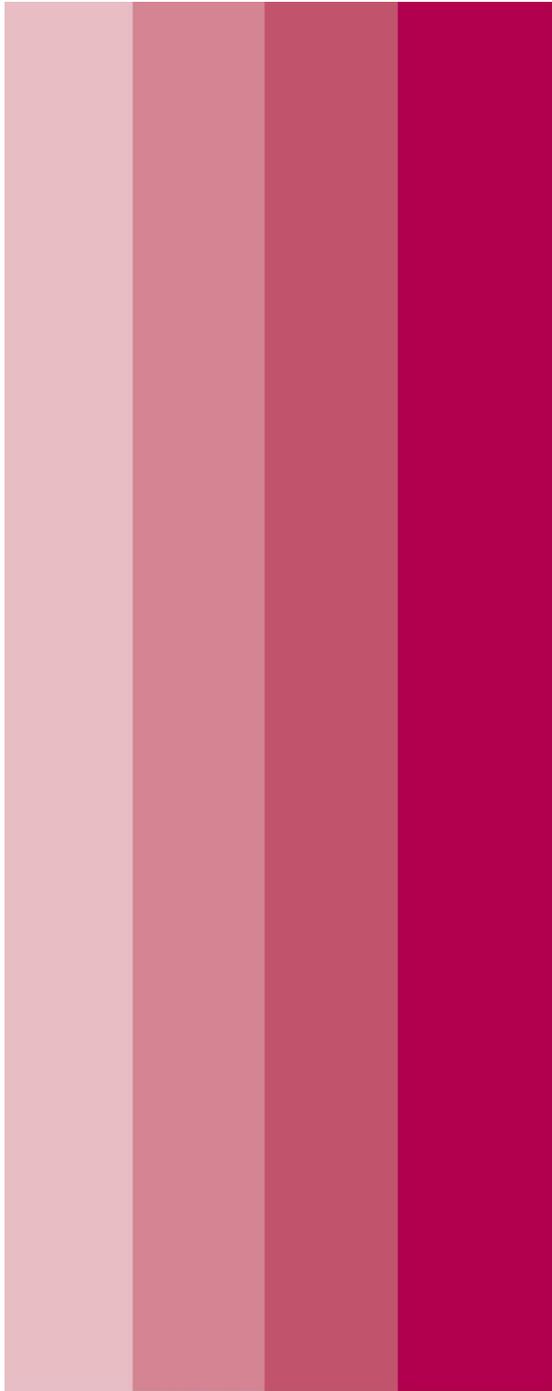
What if we don't meet these standards?

If you feel that we have not met these standards, you can contact us to discuss your concerns. If you have already contacted us and we have not resolved the matter you can then make a formal complaint in writing or by email and send it to:

Mansfield District Council
Civic Centre
Chesterfield Road South
Mansfield
Notts.
NG19 7BH

Email; housing@mansfield.gov.uk

Alternatively you can make a formal complaint using our "How to make a complaint" leaflet



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