

Gas safety checks

Every year, we have to do a gas safety check at your home. To save your fuel bills and keep your boiler working better, we also service your gas appliances at the same time.

Boy's death caused by faulty flue

An inquest jury has ruled a boy died of carbon monoxide poisoning after fumes from a faulty boiler in a neighbour's property seeped into his bedroom.



Dominic Rodgers was found dead in his bedroom in Huddersfield in February. The gas that led to his death is thought to have seeped through the floor of his room as he slept.

Source: BBC News 3rd November 2005

Dominic Rodgers died because his neighbours hadn't had their boiler serviced.

Let us in for your annual gas safety check.

We will write to you to give you an appointment for your gas safety check. Appointments are morning (8am - 1pm) or afternoon (12 - 5pm). **You must be in for this appointment, or contact us to rearrange it for a different time.**

If you have to take time off work or education to wait in for our contractors, ask us for a 'first call' appointment. This means that they will call at your home first that day, usually between 8 - 9am.

We have a legal obligation to carry out the gas safety check. If you are not in for your appointment, or do not contact us to rearrange it, we will take further action, which could result in you paying court costs or end in your eviction.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



Planned & cyclical maintenance



How we keep your home modernised, updated and safe

**Leaflet 07
Version 2 - Sept 2009**

Planned and cyclical maintenance

Planned maintenance means programmes of bigger works, like kitchen or boiler replacements.

Cyclical maintenance means things that need doing regularly, like gas safety checks or repainting the outside of our homes.

The Decent Homes Standard

By law, all housing associations and councils have to meet this government standard by 2010. Unity's homes are generally newer than most housing associations, and already meet the standard.

The *Decent Homes Standard* says homes must have:

- effective insulation and efficient heating;
- and they also have to meet the following standards (preferably all of them but they can fail on two and still pass the standard):
- a reasonably modern kitchen (20 years old or less);
 - a kitchen with adequate space and layout;
 - a reasonably modern bathroom (30 years old or less);
 - an appropriately located bathroom and toilet;
 - adequate insulation against external noise (where external noise is a problem); and
 - adequate size and layout of common areas for blocks of flats.

How does Unity decide when, where and what to replace?

The *Decent Homes Standard* gives guidelines on how long fittings and fixtures should last. We think that these times are too long, especially when previous tenants looked after a home badly.

How long should they last?

	Decent Homes' target	Unity's target
Kitchen	20 years	15 years
Bathroom	30 years	25 years

Our last major *stock condition survey* was in 2007, which means that we paid surveyors to look at a sample of our housing stock and tell us what condition it was in.

We also inspected all of our non-estate homes in 2008, and surveyed residents in 240 of our oldest homes to check what their highest priorities were.

We have put all this information into a **5-year planned maintenance programme**, which runs from 2009/10 - 2013/14. Please ask if you would like to see it. We also have a longer term 30-year plan, so we know that we'll have enough money to replace things as they wear out.

Standards of work

When we are doing a major replacement programme (e.g. kitchens, boilers, windows), we will try to do your whole estate, scheme or area at the same time, so all residents get treated fairly.

Sometimes we have to replace things early (e.g. when a home is empty and the previous tenant treated it really badly). When that estate/area is due for a replacement programme, we will check what we need to do to homes that have already had items replaced - we will not waste money by renewing items that are in good condition.

Kitchens

If your kitchen is being replaced, we will write and let you know. We will give you lots of options, so you can choose a kitchen that you really like. You can see the options in our *kitchen choice brochure*. We will ask for your feedback on how satisfied you are with the end result.

Repainting external and communal areas

We will repaint the outside of your home every 5 years. Before we repaint, we will inspect your home and/or estate and will repair any fittings that need it (like fencing, gutters, doors). We will give you a choice of colour for your door and ask for your feedback on how satisfied you are with the work.

Keeping you informed and involved

We will publish our planned and cyclical maintenance programmes at least once a year in *Unity News*, and publish how satisfied our tenants are with these programmes.

We will give you a range of opportunities to get involved in how your home is maintained. They include being a member of our *Tenant Maintenance Panel* or filling in feedback surveys.

Frequently asked questions

Q: When's my boiler getting replaced?

A: Every year, we do a safety check on all your gas appliances. Our contractors will check what condition your boiler is in and will tell us if you need a new one.

Q: When am I getting a new kitchen?

A: We have a 5-year maintenance plan, so we can tell you when we're fitting a new kitchen if it is due before 2014. If you're not due a new one for years and you want to replace it yourself, you can do, with our permission. See our leaflet *Tenant repairs*.