

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190

www.harrogate.gov.uk



HOUSING Service Standards

**Service standards tell you
what you can expect from
the Council**

Planned Maintenance

What you should expect

from the

Maintenance Service

Planned Maintenance

Harrogate Borough Council undertakes to maintain its properties in good condition and meet the Decent Homes Standard by 2010 through programmes of planned maintenance. The planned works will commonly include one or more of the following:

- central heating renewals
- kitchen and bathroom modernisation
- re-roofing
- double glazing
- re-wiring or upgrading of electrics
- external doors
- insulation works
- re-pointing or re-rendering of external walls.

We will:

- ▶ Give you an indication of when survey work will be undertaken in your home in order to prepare planned works programmes.
- ▶ Write to you a **minimum** of six weeks before the expected start date.
- ▶ Write to you giving the start date for works at your home at least two weeks before they start.
- ▶ Give choices where possible (eg colour of kitchen fittings, floor and wall tiling and choice of heating).
- ▶ Tell you how long works will take, and what effect they will have for you.
- ▶ Discuss any alternative arrangements that may be needed in advance.
- ▶ Ensure that properties most in need have works carried out first.
- ▶ Take advantage of opportunities to do major works when a property is empty so that there is minimum disruption for you where possible.
- ▶ Consult you if there is any implication on your service charge if you are a leaseholder.
- ▶ Be flexible in our approach to accommodate the needs of vulnerable people.

Cyclical Maintenance

We will:

- ▶ Inspect and paint external woodwork every four years.
- ▶ Service gas heating appliances annually.
- ▶ Visually inspect and test for leaks, tenants' own gas appliances, (eg cookers and gas fires bought by tenant).
- ▶ Service and/or test smoke alarms, lifts and alarm call systems annually.

You have a responsibility to

- ▶ Allow us to come into your home each year for servicing gas heating appliances. We are required to do this by law and it is for your own safety. We may have to take legal action to gain access if you do not allow us to come in at a mutually acceptable time.
- ▶ Be in when appointments are made or let us know in advance if your plans change, so that we can rearrange our visit.

You can help us by

- ▶ Letting us know of any environmental improvements you would like to see in your area.
- ▶ Responding to our letters and flyers asking for your views on proposed works to help us provide the service you want.

