






PCH SERVICE STANDARDS



PLANNED WORKS TO YOUR HOME

We want you to be able to live in a home that is warm, safe and secure.

To support you with this, we will:

-  Ensure your homes meet the Decent Homes Standard* and are kept in a good state of repair through our planned investment programmes.
-  Visit your home every five years to check its condition.
-  Publish our investment programme so you are aware of planned works coming up to your homes.
-  When undertaking works to your home, we will:
 - Contact you before visiting your home.
 - Let you know what you can expect.
 - Provide information about who will be completing the work.
 - Explain how long it will take.
 - Share what choices you may have.
 - Outline what disruption we cannot avoid.
 - Ask what help we may need from you.
-  Leave your home clean and tidy and take all rubbish away when we have finished.
-  Carry out a risk assessment prior to work being carried out in your home.

How we will measure this:

-  Percentage of residents satisfied with the quality of their home.
-  Percentage of homes meeting the Decent Homes Standard.
-  Percentage of residents satisfied with their experience during refurbishment works.