

Planned Maintenance Schedule 2007-2009

united
welsh

Scheme/Area	2007/08	2008/09	Scheme/Area	2007/08	2008/09	Scheme/Area	2007/08	2008/09
Aberbargoed			Fairwater			Newtown		
Aberlley			Fitzroy Lodge			Pangam		
Abertridwr			Fleur De Lis			Penpedar Treal		
Bargoed			Forgeside			Pentwyn		
Beaufort			Gabalfa			Pentwynrwar		
Bedwas			George Parry Court			Penybryn		
Blackwood			Georgstown			Penytrheol		
Blaenavon			Gilfach			Pontllanfrith		
Blaina			Gilwern			Pontlctyn		
Brihdir			Glan Yr Afon			Rhymney		
Brynmawr			Grangestown			Richmond Close		
Butetwn			Gwern Las			Risca		
Caeiphilly			Hengoed			Roath		
Cathays			Ifor Jones Court			Saxon Court		
Cefn Forest			Kenneth Treasure Court			Senghennydd		
Cefn Golau			Llanbradach			St Mellons		
Cefn Hergeod			Llandaff			Thorhill		
Coed Uchael			Llanaff North			Tirphill		
Cole Court			Llanedeyrn			Tryberth		
Croaspennan			Llanfillaeth			Trecenydd		
Cronin Court			Llanishen			Tredegar		
Ciurllin			Llanrumney			Trethorras		
Cwm			Lower Ely			Ymaunlyd		
Dinas Powys			Maesycorner			Wesley House		
Ebbw Vale			Nantylwch			Whitchurch		
Ellistown			Nelson			William Adams Court		
Ely			New Tredegar			Windsor Quay		
Fair View			Newbridge			Ystrad Mynach		



Kitchen



Bathroom



Windows/Doors



Heating



External Decoration



Internal Communal Decoration

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Providing

Autumn 2007

Quality

housing for
all our tenants

At United Welsh we're...

Planned Maintenance Programme

On page four of this document you will find a schedule of the planned maintenance programme up until April 2009. This is a proposed programme and has been produced to give tenants more information about the maintenance work that is being planned by United Welsh. It may be subject to change during the course of the year, however we are working hard to try and stick to this timetable.

Below is a range of questions that we feel you may have with regards to the planned work - read this information carefully. If you still have any questions please contact a member of the customer services team on 0800 294 0195.

Why is all this work being done?

The Welsh Assembly Government has set a minimum standard for the condition of all housing association properties in Wales. These standards cover the general condition of a property as well as specific items such as kitchens and bathrooms, energy efficiency, security and estate management. All housing associations and local authorities must bring their properties up to this standard by 2012.

It is called the Welsh Housing Quality Standard and it will ensure that everyone has a decent home to live in. United Welsh is committed to ensuring that all our properties meet this standard.

You can find out more about the Welsh Housing Quality Standard on the Welsh Assembly Government website – www.wales.gov.uk

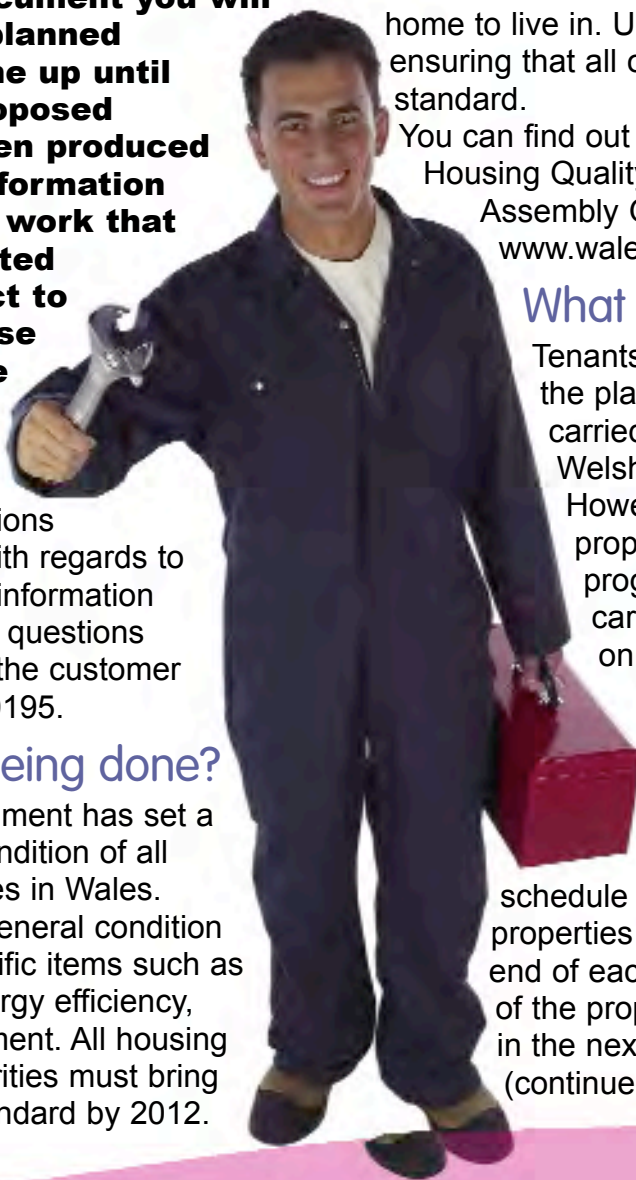
What will it cost me?

Tenants are not required to pay for the planned maintenance work carried out on their home. United Welsh will pay for the work. However, due to the number of properties involved in the programme we can't afford to carry out all the planned work on every home at once.

Why isn't my house included on the schedule?

The current published schedule of work only covers those properties up until April 2009. At the end of each year we will add on details of the properties that are due for work in the next year
(continued on pages two and three).

...committed to improving
our tenants' homes



Improving our tenants' homes...

How do you know the type of work that each home requires?

We survey all of our properties at least once every 5 years and we estimate how long we expect items in our properties to last. For example, kitchens would normally be replaced every 15 years. In addition, the Welsh Housing Quality Standard requires us to improve kitchens even further (you can view the extra requirements on the Welsh Assembly Government website – www.wales.gov.uk).

We therefore survey both the standard of the kitchen units provided and whether the kitchen itself reaches the Welsh Housing Quality Standard overall.

In November 2006 a questionnaire was sent out to all tenants asking them to tell us about the property they currently live in. We asked questions about a range of things including smoke alarms, extractor fans, showers, safety and security, areas to dry washing etc. This information also informed the decisions that have been made with regard to the planned maintenance programme.

What if I disagree with the works that are planned for my home?

We have done a great deal of work to identify those properties that require maintenance in order to bring them up to the Welsh Housing Quality Standard.

There are six different types of maintenance work that your property may require. On page 3 you can find out exactly what this work will involve and roughly how long it will take.

Important points to consider

- If your property is not included on the current maintenance programme displayed overleaf it may still be due for works in the coming years. To check when we estimate that items in your home are due for replacing please telephone freephone 0800 29 40195.
- We currently have over 3,500 properties and it would be impossible to carry out work on them all in the first two years.
- Homes even in the same street may be completely different – some will have older kitchens or bathrooms than others. This will affect the decision on what work we carry out.
- Sometimes items in a home such as a bath or a kitchen can last longer than we expect them to. For example, a bathroom that we expect to last 20 years can sometimes last 25 years. Sometimes, items can start to fail before we expect them to as well. Each year we review how well items are lasting and adjust our planned programme to make sure that we replace those items which need to be replaced first.
- If your property is due for maintenance work in the near future you will receive specific details of this work closer to the start date.



Meeting the Welsh Housing Quality Standard

Kitchen Replacements

Kitchens are expected to last between 15 to 20 years. The date a kitchen is actually replaced will depend upon its current condition and the budget available.

When a kitchen is replaced it should take approximately 10 working days and we will aim to provide the following within the room:

- Kitchen units with a choice of 3 door finishes
- A floor finish to compliment your chosen door finish
- New wall tiling
- Redecoration of walls, ceiling and woodwork
- Upgrading of the electrics
- Upgrading of the mechanical ventilation

Bathroom Replacements

Bathrooms are expected to last between 25 to 30 years. The date a bathroom is replaced will depend upon its current condition and the budget available.

When the bathroom is replaced it should take approximately 10 working days and we aim to provide the following within the room:

- A bathroom suite in white to include; bath, basin & toilet
- A new electric shower over the bath with shower curtain and rail
- New floor finish
- New wall tiling
- Redecoration of walls, ceiling and woodwork
- Upgrading of the electrics
- Upgrading of the mechanical ventilation

Heating Replacements

We plan to change / replace the gas boiler in your home every 15-20 years and the radiators and pipe work every 25 to 30 years. The date these items are actually replaced will depend upon their current condition and the budget available.

When the heating is replaced it should take approximately 3 days and we aim to provide:

- A new energy efficient gas fired boiler
- Upgrading of all controls, thermostatic radiator valves and programmers
- New radiators and pipe work if applicable

Window and Door Replacements

We plan to change / replace your windows and doors every 25 – 30 years depending upon their current condition and the budget available.

The replacement of your windows and doors should take approximately 3 days and we will aim to provide the following:

- High performance front and back doors. This will not apply to flats within schemes where there are communal corridors but it will apply to the main and rear doors of the building
- UPVC or high performance softwood double glazed windows.

Decoration Works

We plan to redecorate the external areas of your home and any communal areas such as the hallways within blocks of flats, every 5 years.

Between now and 2012 United Welsh will spend over £13.5m on improving homes.