

Planned repairs and maintenance



নিয়মিতভাবে রক্ষণাবেক্ষণ করা

定期維修

নিয়মিত জাণবধা

Regularly remont

مکان کی باقاعدہ دیکھ ریکہ کی ذمہ داری

**RESIDENT
APPROVED** ✓



The Government Standard

Planned repairs and maintenance

Regular maintenance

We want to ensure that your home is well maintained. As well as day to day repairs, we do repairs in planned programmes and regular maintenance such as servicing individual and communal heating systems.

Planned programme of repairs

We may not do all routine repairs as soon as you report them. If these are repairs that don't cause immediate inconvenience or present a danger to occupants or to the public, we may include them in a planned programme of repairs.

Planning repairs in programmes means that we can do similar repairs to a number of homes in a road or neighbourhood at the same time. Doing them in this way is more efficient. An example of this is replacing gutters to a number of homes in the same road.

We will tell you if we are putting your repair in a planned programme within 5 working days of you reporting it. We will also tell you when we expect the programme to start and end.

Maintaining your home

As well as the repair jobs you ask us to do to your home, we also check, clean and service systems regularly so that they work efficiently.



This work which we call “cyclical maintenance” includes:

- ✓ individual and communal heating systems
- ✓ individual and communal lighting and electrics

- ✓ communal door entry systems
- ✓ individual and communal smoke alarms
- ✓ communal fire alarms
- ✓ lifts
- ✓ car park barriers.



It can also include:

- ✓ regularly painting rendering on the outside of individual homes or blocks of flats and maisonettes
- ✓ painting communal areas inside blocks of flats and maisonettes.

As paints have become tougher and longer lasting, this can mean that “regularly” may mean every 5 years.

Gas servicing

It is most important that we regularly check and service any gas fires, boilers and water heaters in your home.

We must by law check and service all the gas appliances in your home

For more information please contact us, or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

each year. We will also test your smoke and carbon monoxide alarms. Please see our Home Safety Service leaflet for more information.

Electrical servicing to communal areas

Our electrical servicing partner will inspect:

- ✓ communal lighting and power supplies every 2 months
- ✓ communal CCTV systems every 3 months
- ✓ communal portable electrical appliances every 12 months. For example kettles in communal kitchens in sheltered housing schemes.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu