Service Standards  
Business Planning and Strategy  

Decent Homes  

It is a Government requirement that all homes must meet the Decent Homes Standard which means properties must be warm, safe, weather proof and have reasonable modern facilities. The business planning and strategy team develops programmes of work to meet the Decent Homes Standard.

- We will ensure that our properties meet the current statutory minimum standard for housing, e.g., no damp, structural faults etc.
- We will keep properties in a reasonable state of repair e.g., roofs, heating systems. We will carry out ongoing programmes of work to ensure that properties meet the Decent Homes Standard or identified to be in a poor condition and require programmed work, e.g., kitchens and bathrooms.
- We will carry out a programme of fire risk assessments to all communal areas in flats and sheltered schemes. We will carry out a programme of asbestos surveys to all communal areas in flats and sheltered schemes and will ensure that a survey is carried out to all buildings prior to any invasive works being carried out.
- We will try to carry out cyclical external maintenance checks to homes every five years.
- We will arrange internal painting to communal areas in flats and sheltered schemes every five years.
Customer Liaison Service

The customer liaison officers provide a link between the council’s housing services and tenants whose homes are undergoing major work or improvements – before and during the process.

A customer liaison officer stays in touch with the tenant throughout the improvement works and ensures that the tenant is fully informed about what is happening. Their role is to help organise and ensure the smooth running of the whole process.

- We will ensure that tenants who are due to have improvement works carried out in their homes are informed and consulted.
- We will visit each tenant whose home is due for improvement and explain the details of the work, any choices the tenant may have and the contractor involved in the job.
- We will provide suitable temporary accommodation where the needs of the tenant and/or the extent of the work make this necessary.
- We will arrange consultation events where these are appropriate.