

factsheet

Housing and Health

CUSTOMER SERVICE STANDARDS

HOUSING MAINTENANCE



Web: www.charnwood.gov.uk/housing/councilaccommodation.html

Tel: 01509 634567

Email: housing@charnwood.gov.uk

The Investment and Regeneration Service is responsible for the delivery of the cyclical planned maintenance. We seek to ensure that all our properties are inspected on a five year cycle to ensure the external items are maintained to the highest level and that we comply with the Landlord and Tenant Act 1985, the Housing Act 1985 Part XV III.

The items maintained under the cyclical planned maintenance are split into four categories:

- External joinery (external doors, soffits and facias etc)
- Brickwork (pointing and structural repairs)
- Paths, fences and gates (which is self explanatory)
- External painting (doors, windows, facias soffits and rendering etc).

HOUSING MAINTENANCE

In addition to the standards in Charnwood Borough Council's customer charter you can also expect us to deliver the following:

Other service delivery		
When you:	We will:	Within: (Timescale)
Are due for cyclical planned maintenance	Write to you and advise we are going to carry out a survey of the property	Four weeks in advance of planned visit
	Complete all joinery repairs and painting	Between April and October each year.
	Complete all other cyclical works	Between April and March the following year.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

