

Asset and Compliance

BCHA Promise to you:

We will ensure any major repairs and planned works are carried out in a timely and efficient manner communicating all aspects of programming, planning and various stages along the way and will:

- Ensure our Property Surveyors and Contractors carry identification at all times, are prompt, polite and respectful whilst carrying out works within your home
- Give clear communication regarding any delays in works, or any issues that may arise, that may result in delays to the completion date
- Leave your home clean and tidy when works are completed
- Complete post-work inspections to ensure work is to standard
- Forward Satisfaction Surveys to gain customer feedback
- Monitor satisfaction levels and learn from any mistakes/failings

We ask of you:

- Inform us, as soon as possible, when/if repairs are required to your home
- Grant access to BCHA employees and contractors to carry out any scheduled and/or emergency work
- Contact us should you need to cancel/rearrange a pre-arranged appointment

Planned and Cyclical Works:

It is important to BCHA that all properties are modern, safe and warm for our customers. The BCHA Surveyors carry out regular property surveys to ensure that the properties are maintained to a high standard.

BCHA have an ongoing Asset Delivery Plan, which dictates when certain components of their properties are due for replacement (kitchens, bathrooms, boilers etc)

The maintenance and repairs are carried out by BCHA's New Leaf Repairs and by various approved external contractors.

New Leaf Repairs are responsible for the repair/replacement of:

- Kitchens
- Bathrooms
- Domestic Heating
- Electrical
- Floor Covering
- Void/empty Properties
- Regular Decoration

External Contractors are utilised for the following

- Replacement/repairs to windows and doors
- All roofing maintenance
- Structural repairs/maintenance
- External Fencing
- Hard landscaping



- Adaptations for mobility/disability
- Flooring in communal areas
- All Fire Safety equipment

Statutory Landlord Compliance:

The regulatory requirements state that Landlord Compliance includes:

Gas	Annual Gas Safety Checks scheduled within 60 days of expiry
Electrics	HMOs every 2 years and General Needs every 5 years
Asbestos	Annual re-inspections carried out on all communal area of buildings Refurb and Demolition surveys carried out prior to any planned works
Fire	Fire Risk Assessment Audits carried out every 3 years, with additional annual Fire Risk Assessments
Water Hygiene	Legionella Risk Assessments carried out every 2 years, but with weekly temperature monitoring
Lifts	Inspections and passenger lift servicing every 6 months

The compliance programmes are scheduled, according to the expiry of the previous and respective test/certification.

Covid-Secure and Current Restrictions

All BCHA customer facing employees are supplied with relevant PPE (face masks, gloves, anti-bacterial hand sanitizer) and will always follow the BCHA Covid related Protocol when attending customers' homes:

1. Property Surveyor/operative will knock your door and take two steps back maintaining 2m distancing
2. You will be asked if there are any coronavirus symptoms/vulnerable people in the household and if anyone is self-isolation. If the answer is yes, Property Surveyor/operative will make a record, leave and report back to the office.
3. If entry is agreed, the Property Surveyor will respectfully request that you enter into a different room, from where they will be working, to maintain the 2m distance guidelines.
4. The survey/work will be carried out, area thoroughly cleaned and the Property Surveyor/operative will inform you that they have finished, and leave your home

NOTE: The impact of the global pandemic and consequential national lockdown has temporarily halted kitchens, bathrooms and boiler replacements on our planned maintenance works. These will be resumed as soon a government guidelines allow.