

Planned Replacement Programme

If you have any questions about the following information, please call Maintenance on 0141 342 1820 or email maintenance.admin@key.org.uk





Planned Replacements

Planned Replacements are when we replace larger items in the building (such as heating systems, windows etc) and are carried out during an organised programme. This is known as the **Planned Replacement Programme**.

Our replacement cycle (pictured right) is a rough guide for how often we expect to replace an item. We consider 2 other things when looking at this programme:

- 1) How old the part is.
- 2) What condition the part is in.

We do not replace parts that are working well. We also try to make sure we are making best use of the available budget.

Organising the Work

Once we have agreed programme of works for the year (April 2024 - March 2025 for example), we will look at the most suitable dates for the items. For example, items that are weather dependent (i.e external redecoration) are programmed for the Summer and Autumn months. You will be contacted by our maintenance to inform you of our plans, and to give a rough timescale for the start of the work.

| Item | Replacement Time |
|-----------------|------------------|
| Heating Systems | 15 years |
| Kitchens | 18 years |
| Bathrooms | 20 years |
| Windows | 25 years |
| Roofs | 60 years |

Preparing for the Work

Preparing for the work will often require visits to each property by the maintenance officer. They will be able to answer any questions you may have.

Once a contractor has been chosen, we will get in touch and let you know anything you have to do (for instance clear kitchen cupboards). If any dates are unsuitable we will agree a new date within the given time frame.



Where the work is to kitchens or bathrooms, the choice of units, worktops, fittings, tiling and floor coverings will be offered from a range of product brochures and samples provided by Key.

During and After the Work

During the work the contractors will be as careful as possible to avoid damage to paint or other finishes in the house. We check on this throughout the work.

Where unavoidable damage has occurred, we will assess this and we will either fix it, or offer compensation reasonable to you. We will ensure you have a copy of all product manuals (for instance boiler instructions). Your Maintenance Officer will be able to show you how to use any new items and offer usage advice too.



Contact

If you have any concerns about the condition of your home please get in touch with Maintenance on 0141 342 1820.

Alternatively email maintenance.admin@key.org.uk.

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