

## Major works

Since 1998, PHA surveyors have visited the majority of homes and assessed the condition and age of the facilities. This information is held in our stock condition database and helps inform us when items, for example kitchens or bathrooms are coming to the end of their life-span. We use this information to prioritise the order which we deliver planned maintenance works to various neighbourhoods.

Tenant representative panels have been consulted on product quality, service and colour choice and played an important part in the decision making process surrounding the planned maintenance programme.

We resurvey each neighbourhood before we start any works and you will receive a letter, before we come to your home letting you know we would like to survey your home and inviting you to make a convenient appointment.

This allows us to record exactly the work that needs be done and gives us the opportunity to explain to you the works will mean for your home.

Should your home require a new kitchen, or a new bathroom, you will be consulted on the colour scheme and lay out.

Planned maintenance works are a continuation of the Decent Homes programme. We have already carried out a considerable amount of this work to many of our neighbourhoods and the planned maintenance programme will continue on an ongoing basis to replace items as an when they reach the end of their life-span.

Newer homes, which should not normally require as much work as more established homes are also included in the on going planned maintenance programme.

If you have any questions about PHA major works programme then please contact a member of the PHA property services team on 0300 303 8030.

## Further information



[PHA Major Works Programme 2011-2017](#)



[Frequently asked questions about decent homes](#)



[PHA contractor code of practice](#)

If you would like to know more, please contact [Jonathan Sprague](#).