



## MAJOR WORKS & IMPROVEMENTS

### ***What is this fact sheet about?***

This fact sheet gives information about how the Co-operative plans its major works and improvement programme. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

### **Questions & Answers**

- Q. What are major works and improvements?
- A. This is the replacement of items like kitchens, bathrooms, roof coverings etc. or the installation of external lighting for example.
- Q. How do you decide when this work will be done?
- A. Every item has a standard assumed life (bathrooms are expected to last ~20 year) this gives us a date of when we can expect the item to be replaced. To this we add information we get from periodic Condition Surveys, which we carry out on all properties, and also information we get from our staff who visit your home. This allows us to decide the best date to carry out this work.
- Q. What are Condition Surveys and when are they done?
- A. Usually our Clerk of Works visits each property every 3~4 years and carries out a thorough check throughout your home. They will use a standard form to do this, so that we have the same information for every home.
- Q. Who decides when the work will be done?
- A. The Committee of Management, based on recommendations from the Property Management Department. This is done every year (~October) at the same time as budgets and rents are set for the following year.
- Q. Where does the money come from for this work?
- A. From your rents. This is why we must do the work efficiently. The more we spend on this work the higher your rents will be. But we have planned this work for the next 30 years and know we can, if careful, fund the work.
- Q. My kitchen is old fashioned. When will it be replaced?
- A. We will have a date for this. However, we must make the best use of the Co-operative's resources and we will not replace something just because it is old. We will, in exceptional cases, do a 'one off' replacement if the condition of an item is very poor, but it is more efficient for us to do replacement works in a complete area.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.