

What is planned maintenance?

Planned maintenance is the work we plan to undertake on all our Housing Plus owned properties to ensure they remain well maintained and suitable to meet the needs of our clients.

Planned maintenance consists of a specific list of items that we will replace or upgrade at each property at some point in the future. By keeping this list up to date we are also able to make sure we have enough money set aside for the future maintenance requirements of the housing we manage.

Planned maintenance consists of the following items:

- Kitchen, bathroom and laundry renovations
- Painting
- New floor coverings
- New gutters and downpipes
- New / refurbished roofs
- Pest inspections
- Smoke alarms + more

What is an LTAP inspection?

A Long Term Asset Planning Inspection (LTAP), is an inspection carried out to all of our properties once every three years. These inspections ensure the planned maintenance schedule remains accurate and accounts for the changes and issues that can occur between when an item was last renewed and when it needs to be replaced again. LTAP inspections will generally be conducted by a Housing Plus staff member who will inspect each of the maintenance items and determine the appropriate priority and time for renewal.

What happens when my property is due for planned maintenance?

At the beginning of each new financial year (July), Housing Plus will write to the clients of every property due for planned works that year to let them know. Before major works are carried out, the property will likely be inspected by a Housing Plus staff member to ensure the work is still needed and that we wish to go ahead as anticipated. If so, then we will issue work orders for our accredited contractors to proceed with the planned upgrades. The contractor responsible will contact you to arrange a suitable date and time to carry out the works.

What happens if I do not wish for the planned works to be done?

If there is a significant reason you do not wish for planned works to go ahead when we would like them done, please contact Housing Plus to discuss the situation. Where the works being carried out may present a significant risk to your health or cause unnecessary distress, Housing Plus may agree to make alternative arrangements or defer the works.

