



SBHA Standard for Property Improvement Works – Creating Great Places to Live

SBHA has developed a 6-Year Planned Maintenance Programme where it will concentrate investment in 2 of the 12 neighbourhood patches per year on a 6 year cycle as follows:

Neighbourhoods	1st Cycle	2nd Cycle	3rd Cycle
3 (Galashiels Central/Melrose) & 12 (Innerleithen/Walkerburn)	2017/18	2023/24	2029/30
5 (Selkirk) & 11 (Hawick – Silverbuthall/Weensland)	2018/19	2024/25	2030/31
6 (Peebles) & 4 (Galashiels – Langlee)	2019/20	2025/26	2031/32
1 (Galashiels North) & 2 (Earlston/Newtown St Boswells)	2020/21	2026/27	2032/33
7 (Kelso) & 9 (Hawick – Burnfoot)	2021/22	2027/28	2033/34
10 (Hawick Central/West End) and 8 (Jedburgh)	2022/23	2028/29	2034/35

SBHA will invest in improvements to your home and plan the replacement of major items according to how long the items are expected to last known as 'life cycle'. The table below shows the expected life cycle for major items. As the expected life cycle is reached SBHA will survey your home to determine if the item does require replacement or if there is suitable life left in the item to allow it to last until the next cycle.

Major Item	Expected Lifecycle in Years
Kitchen	20
Bathroom	25
Doors & Windows	30
Gas Boiler Replacement	15
Full Heating Systems	25-30 years depending on the type

SBHA will write to you to let you know:

- In March each year we will notify tenants in the 2 patches for the coming financial year, of what works are planned in their home with an indication of which Quarter works are likely to take place. Properties with more than one element to be replaced may have works phased over the financial year
- We will give you a minimum of 2 weeks notice of an appointment of when your home will be surveyed for improvement works, a number of visits may be required to discuss and plan the works
- Our contractors will give you a minimum of 3 weeks notice of any proposed start date for works to be carried out in your home.

We will work with tenants to accommodate individual requirements where possible e.g. kitchen design.

When works are complete we will visit your home to assess the quality of works and address any areas of concern with you to ensure you are satisfied with the completed job, in line with policies and procedures.

We will ask tenants for their feedback in order to continuously improve our service.

The Planned Maintenance Programme will help us to maintain the Scottish Housing Quality Standard (SHQS) and meet the Energy Efficiency Standards for Social Housing (ESSH) requirements.

The following table outlines the standards you can expect from SBHA for each type of improvement works that we will undertake in your home.

Item to be Replaced	SBHA Standard
Replacement Kitchen	<ul style="list-style-type: none"> • New base and wall units with a choice of door colour and style of handle • Stainless steel sink and individual quarter turn lever handle taps • 40mm worktop with choice of colours • Wall boards between worktops and wall units and behind the cooker space in a choice of colours • Non slip vinyl sheet floor covering in a choice of colours • Relocation and provision of new electric sockets (minimum of 6), new light fitting and electrics re-wired if required • Spaces for standard size appliances will be agreed at the survey stage • Plumbing for a washing machine • An extractor fan • Redecoration in a choice of colours • Door stop • Provision of a back door external light where applicable
Replacement Bathroom	<ul style="list-style-type: none"> • A matching white non-slip bath with handles, wash hand basin and toilet • Electric shower with a part fixed shower screen • A thermostatic mixer valve fitted under the bath to prevent scalding • Wall board splash backs to bath, shower, wash hand basin and pipe boxing in these areas as appropriate, with a choice of colours • Bath panel which can be removed for ease of maintenance • Non-slip vinyl sheet floor covering in a choice of colours • New light fitting and re-wiring of electrics if required • An extractor fan with humidistat to help reduce condensation and mould • Decoration with choice of colour • Door stop
Central Heating &	<ul style="list-style-type: none"> • We will use 'A' rated gas condensing boilers where gas central heating is fitted within the home • When replacing radiators we will fit thermostatic radiator valves and position these under windows where

Item to be Replaced	SBHA Standard
Energy Efficiency replacements	<p>possible to maximise efficiency</p> <ul style="list-style-type: none"> • We use modern efficient programmable electric storage heaters • We will consider the use of sustainable heating systems such as solar heating, ground and air source heat pumps in areas with no connection to the gas mains. • We will provide cavity wall insulation depending on the property construction type • We will provide hot water tank and pipe insulation where accessible • When replacing a heating system, SBHA will remove gas fires for safety reasons and provide a feature fire place if requested by Tenant. • We will consider devices and initiatives to improve energy efficiency as part of the system specification • Decoration vouchers will be supplied in accordance with the annual agreement with SBTO
Windows (excludes communal windows)	<ul style="list-style-type: none"> • We will generally use white u-PVC but other materials/colours may be required in certain circumstances e.g. where planning restrictions are in place or in keeping with neighbouring properties. • When installing windows the following features will be included: <ul style="list-style-type: none"> – Designed to ensure improved security – Compliance to Building Regulations in relation to Fire Safety – Double glazing – Lockable handles on downstairs windows – Openings with the facility to be locked in an ‘ajar’ position – Obscure glass in bathroom and WC windows – Ventilation mechanism – Seals to prevent draughts – Decoration of window surrounds involves. All new timber facings, cills and aprons primed and painted white.
Doors (excludes	<ul style="list-style-type: none"> • We will generally use timber composite but other materials may be required in certain circumstances e.g. where planning restrictions are in place. • When installing doors the following features will be included:

Item to be Replaced	SBHA Standard
communal doors)	<ul style="list-style-type: none"> - Fire doors will meet the required fire standards - Choice of style and colour - Designed to ensure improved security - Safety chain, spy hole, numbering and letter plate - Where the style of door has glass panels these will be double glazed - Seals to prevent draughts - Decoration of door surrounds
Roofs, other external works and communal area works	<ul style="list-style-type: none"> • As part of the 6-year cyclical programme we will assess any works required to the external of the property and the communal internal areas of the blocks. Where works are required your property is wind and watertight, these will be planned and undertaken as part of a programmed area of work. • Our ability to undertake some external and communal internal works can be affected by mixed tenure and the willingness of owners to participate and pay their share where this applies.
Smoke detection	<ul style="list-style-type: none"> • We will undertake a programme of works to upgrade all fire and smoke detection inside homes to 'LD2' standard. This comprises smoke detectors in the downstairs hall, the upstairs hall and the living room with a heat detector in the kitchen