

Maintenance



The maintenance programme

Like most large landlords, we have a rolling schedule of upgrades and replacements for every home we own. When you move in, you should be told if any significant items are due to be replaced in the next few years.

We aim to give customers at least three months' notice if these works are needed. Where appropriate we will also give you some choice in the finishes.

Inevitably, there will be some disruption to your home when these works are carried out. In most cases, you will not have to move out whilst the work is done.

Replacement schedules

The table below shows the expected lifespan of some of the key components of your home.

Item	Parts included	Lifespan
Kitchen	Units, worktops, sink, taps and splashback / tiling	20 years
Bathroom	Toilet, sink, bath, shower cubicle, tiling, taps	30 years
Windows	Frames, sills, and glass	40 years
External Doors	Doors, frames, hinge, glazing and sills	40 years
Guttering	Gutters, hoppers, downpipes	40 years
Boiler	Gas, oil or electric	15 years

In most cases we will look to repair these items if they have not yet reached their expected lifespan. If you have good reason to believe that these components in your home are older than their expected lifespan, please let us know.

DIY, alterations and home improvements

Before you make any alterations to your home **you must write to us to obtain permission** - this applies to shared ownership properties as well as rental.

We must ensure that your home is not damaged or made unsafe. In some cases, you will also have to obtain Planning Permission or Building Regulations Approval from the local authority.

We also need to ensure your health and safety and once you contact us, we check for any asbestos containing materials within your home that may need to be surveyed by our contractor before you undertake any works.

An alteration is anything which is an addition or change to the property or its gas, electrical or water supply. If you want to make alterations to your home, you should talk to your Neighbourhood Housing Officer.



How to contact us



You can email us at:
enquiries@rooftopgroup.org



Or call us on: **01386 420 800**



Or write to us at:
Rooftop Housing Association
70 High Street
Evesham
Worcestershire
WR11 4YD

Service requests, complaints, and the Housing Ombudsman

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the Housing Ombudsman's dispute resolution principles

- Be fair
- Put things right
- Learn from outcomes

Any staff member can raise a complaint for you. Alternatively, you can email us at **enquiries@rooftopgroup.org**.

If you aren't happy with the outcome of a complaint, you can ask the Housing Ombudsman to intervene on your behalf.



Rooftop Housing Group

70 High Street
Evesham
Worcestershire
WR11 4YD

Tel: 01386 420800

Email: enquiries@rooftopgroup.org

www.rooftopgroup.org

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