

WICKHAM COMMUNITY LAND TRUST

Home Standard Policy

Approved: Dec 2011

Last reviewed: Nov 2017

Next review: Nov 2021

Available on WCLT Website

Wickham Community Land Trust (WCLT) is confident that its first properties, the new homes on Mill Lane, will be above the standard set in Decent Homes Guidance¹. However WCLT will not be complacent in ensuring that its tenanted homes continue to meet the standards of design and quality that applied when the homes were first built.¹

1. Repairs and maintenance

WCLT recognises its responsibilities to:

- 1.1.1 Ensure the homes continue to meet the standards of design and quality that applied when the homes were first built;
- 1.1.2 Keep the homes in a reasonable state of repair, with aims as follows:
 - providing cost effective repairs and maintenance
 - responding to the needs/choices of the tenants
 - completing the repairs and improvements right the first time
 - meeting all applicable statutory requirements relating to health and safety.
- 1.2 Maintain reasonably modern facilities and services therein
- 1.3 Ensure provision of a reasonable degree of thermal comfort
- 1.4 Maintain a balance between responsive repairs and planned maintenance.

2. When refurbishing properties

WCLT undertakes to:

- 2.1 Ensure works undertaken do not make the home more difficult to use for a person with disabilities
- 2.2 Consider lifetime homes and carry out work in an environmentally sustainable way
- 2.3 When carrying out work to remove hazards, consider remedial action to ensure that the hazard does not recur within at least 5 years
- 2.4 To the extent that it is practical, work in accordance with tenants' wishes

¹ A Decent Home: Definition and Guidance for Implementation, June 2006, Department of Communities and Local Government



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- 2.5 Time any renovation work effectively so as to cause as little disruption to the tenant as possible.
- 2.6 Consider whether it is appropriate to carry out work to make the homes decent or whether it is more effective to carry out additional work(s) at the same time
- 2.7 Work with other agencies to provide adaptations for people who are elderly, have health requirements or who have disabilities.

Related Policies

Complaints Policy
Resident Involvement and Empowerment Policy
Equal Opportunities
Health and Safety

ⁱ HCA Consumer Standards 2015 refers



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