

MAINTENANCE BULLETIN 2020/21

We are proud that the maintenance services provided by Teachers' Housing Association have continued to be delivered to a high standard despite the difficulties posed by Covid-19. We extend our thanks to all THA staff and to our contractors for their support in achieving an effective and responsive service for our tenants. We also thank tenants for working with us during these challenging times.



The Anchorage Christchurch

Investment in our properties takes a large share of the Association's annual budget and we continued to undertake routine maintenance, and health and safety works, throughout the year. At times the service was restricted to essential works but we are now catching up on any held over routine works. Health and safety requirements formed an increasing percentage of the works undertaken and this trend is liable to continue in the coming years. Some of the larger programmes of work were held back because of Covid-19 but we will recommence investing in our properties through programmed works as soon as we are able to do so.

Stock Condition data is used to inform our investment / improvement programmes over the coming years and we are hopeful that the stock condition survey for our non-sheltered housing, which was put on hold last year, will be in progress over this summer.

We were constrained in completing some of our major work programmes during the year but are pleased to report that all cyclical decoration was completed. The major works which we were able to complete included the remaining kitchen refurbishments at Verona Drive, Surbiton, a fire alarm system upgrade at Romaleyn Gardens, Paignton, the installation of new water heaters at Peter Kennedy Court, Croydon and more recently new carpets at The Anchorage, Christchurch plus frontage refurbishment to some Bexley area properties.

In undertaking these programmed works we appreciate the co-operation given to us by tenants which enables such improvement projects to be completed.

We value the feedback on our maintenance services received from tenants and use this to improve performance. We monitor tenant satisfaction with both routine maintenance and programmed works and are delighted with the high level of satisfaction reported.

We continue to work closely with our specialist consultants to ensure that we comply with current requirements and implement recommendations for improvements in our properties and systems.