

Information for Bonchester Bridge, Denholm, Hawick & Newcastleton



Alva Solley
Housing Officer



Bruce Campbell
Maintenance Officer

Hello and welcome to your Tenant Update

We hope you find this annual update useful. It's full of information which is specific to your area from planned maintenance to updates on modernisation.

Your repairs contractor is Consilium, so if you do report a repair, a member of this team will contact you directly.

We aim to plan the work throughout the year but the timings can change if it is outdoor, which is weather dependent.



Scan to find out more on our website.

Maintenance of your home inside and out

J. Kyle
Cleaning Services



Window cleaning is carried out by J Kyle Cleaning Services Ltd in all locations where this service is included in your rent.

Windows are cleaned four times each year in all locations apart from our Supported Housing - Frank Scott Court where it is done monthly.

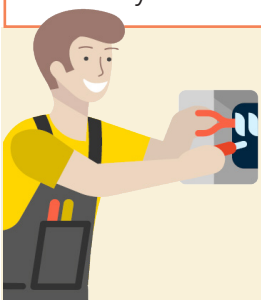


Communal stair cleaning is carried out by CAS Contract Cleaning Ltd in all locations where this service is included in your rent.

This is on a fortnightly basis.



Dalex Systems Ltd carry out our **gas boiler servicing** every ten months to ensure the safety of your home. Dalex will contact you directly to arrange access to your home. We appreciate your co-operation. We also service **heat pumps** annually.



Electrical Inspections

We carry out a programme of **electrical inspections** on a five yearly basis, should your property require an inspection we will be in touch with you prior to this taking place.

Grounds Maintenance

Timber Creations look after the communal landscaped areas of your development on our behalf. The work includes grass/hedge cutting and the maintenance of planted and hardstanding areas throughout the year.

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Our **roof maintenance contractors**, Consillium & R3 Repairs (Bonchester Bridge), delivers this service on our behalf.

This year the roof maintenance will take place in your area at some point between April and September - exact dates are not available as work is weather dependent.

FERGUSON & AITKIN

Ferguson & Aitkin are our **external decoration contractor**. This work includes the painting of the exterior of your property and of communal areas. The following work will be undertaken on our behalf:

Bonchester Bridge: Forest Court

Denholm: Croftfield Court, Elm House Court, Jedward Terrace, Ruberslaw Drive & Selby Close

Hawick: Backdamgate, Arisaig, Crown Close, Elm Court, Frank Scott Court, Lovel Court & Wellington Court

Modernisation Programme

We have an ambitious ongoing programme this year, with the aim of delivering more home improvements than ever before through our in-house multi-trade HIT team, and some through external contracts.

Our investment in your area this year aims to deliver:

Kitchens - Wellington Court, Hawick

Bathrooms - Backdamgate, Hawick & Lovel Court Hawick

Heating - Drumlanrig Court, Hawick (already started)

There are other works being carried out across all areas of the Borders.

For tenants living in the developments identified for improvements in their home, we will keep in touch with you over the coming months on our timescales and arrangements and ensure you get plenty notice.



Your Feedback

It's important to us that the services delivered in this update are carried out to a high standard. Please let us know if you have any issues or feedback for us.

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