



Information for Clovenfords



Victoria Watson
Housing Officer



Brian Learmonth
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 R3 Repairs 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.

Regular maintenance of your home

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.

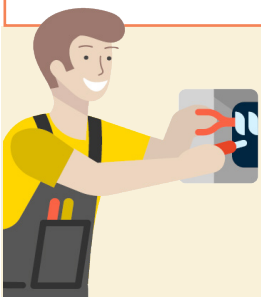
Windows are cleaned four times each year in all locations apart from Aitken Bank, Innerleithen which is monthly and Bridgend, Innerleithen is once a year.



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

Tivoli Group 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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R3 REPAIRS

Our **roof maintenance contractor**, R3 Repairs, 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.



Bell Group are our **external decoration contractor**.

As a tenant you will be notified when work is planned in your area.



Modernisation Programme

We have an ongoing ambitious 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.

There are other works being carried out across all areas of the Borders. As a tenant you will be notified when work is planned in your area.



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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