

# Investment to your home



## What investment can I expect to my home?

ANCHO is committed to ensuring that your home is well-maintained and improved. Every year, a large proportion of our income is allocated to carrying out planned improvements.

## Who decides what gets done?

We have a long-term investment programme in place across our housing stock. This is based on the estimated life of each element of the properties – kitchens, bathrooms, roofs, windows, etc. Our Management Board approve a five-year rolling plan for investment every year – this can be found within our Corporate Plan which is available as a Download on our website.

## What kind of work might be done?

The kind of work which needs done to properties can include:

- replacement kitchens or bathrooms
- replacement windows or doors
- rewiring
- render renewal (including insulation in some cases)
- repainting
- rainwater goods replacement
- central heating replacement
- controlled entry systems

## Will I have a say in what gets done?

When we are planning some kinds of improvements, such as kitchen or bathroom replacement, we are able to offer a degree of choice of units or finishes. However, in most cases, we have to ensure that we obtain the best possible value for money and this can mean that decisions about, for example, roof finishes, are not something you can influence.

## Who would do the work?

When we undertake investment works, we invite tenders from reputable contractors. The work is instructed to the contractor who offers the best quality at the best price.

## How will I be told if work is planned on my home, and when?

We aim to advise tenants whose homes are to be improved as early as possible after decisions are made. We will do so by writing to you direct, advising you of the specific work planned and the likely timescales for starting and finishing the work. This is usually done around April each year. Information about our plans is also published in our quarterly newsletters.

## Will I get help during the work?

ANCHO's aim is to spend the maximum amount of money improving our properties for your benefit. Therefore, unless work is really major, we will not offer to decant you from your home or offer a redecoration allowance after work is completed. We may be able to offer assistance to move furniture or roll back carpets where required if you are physically unable to do so yourself and have no family or friends to help you.

## Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



**Telephone: 01294 313121**



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