

Keyword search

- ▬ Home
- ▬ Finding a home
- ▬ Residents
- ▬ Oil scheme
- ▬ Your home
- ▬ Adapting your home
- ▬ Property repairs
- ▬ Maintaining your home
- ▬ Planned improvements
- ▬ Partners
- ▬ Right to improvements
- ▬ Home contents insurance
- ▬ Buying your home from us
- ▬ Management agreements
- ▬ Leaseholders
- ▬ Demolitions
- ▬ Your rent & charges
- ▬ Your tenancy
- ▬ Moving home
- ▬ The area around your home
- ▬ Anti-social behaviour
- ▬ Housing Officers
- ▬ iHousing
- ▬ Getting involved
- ▬ Care & support services
- ▬ Home improvement agency
- ▬ Furniture store
- ▬ Working for us
- ▬ About us
- ▬ Contact us

مرحباً

Planned improvements

We have set timescales for when the fittings inside and features outside your home will normally need to be replaced. These are a guide as we will aim to work on properties near each other at the same time because it saves money. When we plan to do work to your home, we will contact you to check whether the outside features need to be replaced and offer you a choice of fittings for inside.

Some examples of the replacement timescales are shown below;

- Kitchen fittings every 15 years
- Bathroom fittings every 20 years
- Gas and oil boilers every 15 years
- Solid-fuel boilers every 30 years
- Electric storage heaters every 20 years
- Electric rewiring every 40 years
- Roofs every 60 years
- UPVC and hardwood windows and doors every 30 years

In 2007, we reduced our timescale by five years for kitchen and bathroom fittings, and we will be working towards this new timescale as soon as possible.

We will regularly get your views and also carry out surveys to check whether the timescales above remain appropriate.

Details on this process and current choices can be found in the leaflets on the right.

We have selected a number of long-term partnerships with contractors who will undertake this work and their details can be found [here](#).

Moving out due to major repairs or improvements

When we carry out improvements to properties, we may have to move you out of your home to make sure you are safe. When this happens, we will always give you as much notice as possible and will work closely with you to find suitable alternative accommodation. We will pay for all the necessary costs related to moving and we will help with the administration involved.

Wherever possible, the move will be temporary and you will be able to return to your home when the work is complete. If this is not possible or you specifically want a transfer, we may arrange a permanent move. If it is not possible for you to return to your original home and you have lived there for at least one year, you may be eligible for a home-loss payment.

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