

Repairs and Improvements

Working together, Impact and Riverside are planning a major programme of works to repair and improve your homes, making sure they remain in great condition into the future.

How will Impact and Riverside know what needs to be done?

Independent surveyors have recently completed a major survey of your homes. They have visited every type of property, and we are now getting to grips with what needs to be done to bring all homes up to standard, and how much it will cost to maintain them into the future.

But it's not just about individual properties. With Riverside, we want to look closely at all of our areas, to make sure they are the sort of places people want to live in, now and into the future. Working with local communities, we will produce neighbourhood plans, which look at issues such as parking and green spaces. They will also identify any types of homes which are unpopular, where in the long-term an alternative approach may be more appropriate such as remodelling or change of use. This will also help guide decisions about repairs and improvements making sure we spend wisely.

What type of repairs and improvements will come first?

Making sure your homes are safe will continue to be our first priority. So any repairs or improvements identified through gas and fire safety checks will always come first.

After that we will use the results of the survey to focus on any properties that are failing the Government's Decent Homes standard. We will then work with tenants and staff to agree further priorities for repairs and improvements, based on a new written standard which every tenant will be given. This hasn't been agreed between us yet, but to give you an idea of the sort of things this will cover, for the rest of its homes Riverside makes sure...

- Every home has a modern kitchen
- It installs modern bathrooms, including a shower over the bath as standard
- Every property has double glazed windows and a high standard of insulation to keep tenants warm and fuel bills affordable
- Each home has an efficient central heating system (using gas where available), with modern controls. The boiler is serviced every year
- Every home is externally painted on a fixed cycle



On top of this, Impact and Riverside will also provide aids and adaptations needed in tenants' homes, where they are not funded by the council, or where a practical alternative, such as a move, is not available. These are works which help tenants who are disabled or vulnerable to live in their own homes - such as ramps, handrails and level access showers. This is particularly important in Cumbria and Lancashire where there is a high proportion of older people.

How quickly will these repairs and improvements be done?

We want to hit the ground running and start the repairs and improvement programme as quickly as possible. But it will need careful planning, and we must make sure we use the best builders who work to a high standard, respect your homes and give great value.

But we also know this is your top priority, and so we are planning to bring your homes up to the new standard within three years of Impact joining The Riverside Group.

How much will it all cost?

We are still looking at the survey results, and won't know the full detail of how much it will cost until we have agreed the programme with tenants. But we already know it will be a multi-million pound commitment, and Riverside has set aside up to £25million over three years to bring Impact's homes up to scratch.

Does Riverside have the money to help Impact do all this?

Yes, Riverside is one of the most stable housing organisations in the country and will help Impact become financially secure, underwriting the cost of the repairs and improvement programme. That's one of the reasons why Impact has chosen Riverside as its partner!

Just like Impact, the finances of Riverside are regularly checked by a Government appointed regulator – called The Regulator of Social Housing. They have recently given Riverside top marks for the way the organisation is run and the strength of its finances.