



Programmed Maintenance

The company also undertakes programmed maintenance and improvement work, principally for Ocean Housing although it has undertaken disabled adaptation work for Cornwall Council.



The main driver for this work is the need to ensure that Ocean Housing meets the Government's Decent Homes standard by December 2010.

Over the last ten years the company (and its predecessor) has delivered the following repairs, renewals and improvements:

Almost 3000 kitchen replacements/modernisations

Almost 2200 bathroom replacements

Almost 190 external wall insulation installations

Over 2300 window replacements

Over 800 door replacements

180 door entry system installations

Over 340 new roof installations

Almost 200 Cornish Unit repairs

All schemes of work are registered with the Considerate Constructors Scheme and average scores of 33 out of 40 are recorded – well above the construction industry average.

The company is particularly proud of its approach to customer care and consulting with residents. As a result, during 2009/10 the company recorded the following customer satisfaction levels:

95.3% of respondents were satisfied with the notice given for works

95.5% were satisfied with choices of colours etc where a choice could be given

99.2% were satisfied with positioning of kitchen units

99.6% were satisfied with the attitude of the workforce

98.2% were satisfied with standards of tidiness/cleanliness

97.0% were satisfied with the finished job