

### The Home Improvement Programme

Bron Afon has promised to spend £187 million on improving tenants' homes to make sure they reach standards set by the Welsh Assembly Government before the end of 2012. The Welsh Housing Quality Standard says that all homes must:

- Be in a good state of repair.
- Be safe and secure.
- Be adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Be well managed.
- Be located in attractive and safe environments.
- As far as possible suit the specific requirements of the household e.g. where adaptations are needed because of a disability.

#### Q: What will Bron Afon do to my home?

**A:** Improvements will only be done where needed. If you have had improvements that meet the standards, the work will not be done again before 2012. For example, if your home has had a new kitchen you will not get another new kitchen immediately, but you may still need a new bathroom or rewiring.

The improvement programme will see 5,500 homes have new kitchens, 5,200 homes have new bathrooms and 950 homes have a new roof.

#### Q: What about windows and doors?

**A:** Before the end of December 2010 Bron Afon will install new secure doors and double glazed windows to all tenants' homes that need them.

### **Q: When will the work be done to my home?**

**A:** We will write to you when we will be working in your area and then arrange a home visit. We are working across Torfaen to make sure that the homes in most urgent need of repair are improved first.

### **Q: Will I get a say in how the improvements are done?**

**A:** Yes. We will visit you in your home to talk about the work and how it will be done to keep any inconvenience to a minimum. If you have to have a new kitchen you will have a choice from a selection of worktops, drawers and cupboards.

### **Q: How can I find out more?**

**A:** Call us on **Freephone 0800 111 42 46**.