

Improvement Works: What to Expect



Overview

This leaflet sets out our standards for maintenance and improvement works to your home. It also sets out the service you can expect from MMHA, SSHA and our contractors before, during and after we carry out work in your home.

We will:

- Deliver work programmes in line with agreements made with tenants.
- Carry out improvement work with as little disruption as possible.
- Carry out work to the standard agreed with appropriate tenant groups.
- Aim to deliver a “right first time” approach to all elements of the work.
- Promote a safe and healthy environment for all concerned.
- Give you the opportunity to have a say about work carried out in your home.
- Offer you a choice of colour, fittings, style etc. where possible.
- Give you a say in the layout and design of the bathroom and kitchen in your home.
- Give you the option to pay for higher specifications of fittings in bathrooms, kitchens etc. You would have to pay the extra cost, including VAT.

Our Service Standards

Before work starts we will:

- Consult you and other tenants who have an interest in the works. The consultation will be relevant to the work being carried out.
- Give you the name of the liaison officer who you can contact about the works.
- Ensure that the needs of vulnerable people and those with special needs are taken account of in the works.
- Write to all tenants affected, and say what work will take place and when this is planned.
- Continue to consult you about any changes during the works.
- Provide written information about the service you can expect from the association and its contractors.
- Inform you if it is necessary for you to be moved out of your home and be provided with suitable alternative accommodation. This will only occur where there are major structural works or Health & Safety issues. In these cases we will provide payment for removal and storage expenses.

Before work starts the contractor will:

- Give you at least 10 working days written notice before work starts in your home.
- Tell you about any disruption the work may cause.
- Advise you of any health and safety implications arising from work, and any precautions you may need to take.

You can help by:

- Supervising children and pets while work is taking place.
- Following any warning notices the contractor may put up during the work.
- Allowing the contractor to carry out work without interruption.
- Remove any ornaments and valuables from the work area.

When we write to let you know when the work will start, we will also tell you what the work involves and any precautions you may need to take.

The tradesperson carrying out the work will:

- Show you an identification badge with their photograph before entering your home.
- Only work between 8am - 5pm Monday to Friday (unless we agree other arrangements with you).

- Wear a company uniform or suitable working clothes.
- Not cause offence or harass you.
- Keep any inconvenience to a minimum.
- Work as quietly as possible.
- Not play a radio or any amplified music.
- Only use mobile phones for work purposes.
- Be polite and courteous.
- Take account of any special needs.
- Be sensitive to any upset caused by the work.
- Tell you what to do if you wish to complain.
- Not smoke or drink alcohol while working.
- Take precautions to protect furniture, carpets and fittings (including provision of dust sheets).
- Make sure you have at least one safe entrance to your home while work is taking place.
- Not use your electricity, gas and water without your consent.
- Make sure that at the end of the working day you have electricity, gas, hot and cold water, and a working toilet, or provide temporary supplies if necessary.
- Make their own arrangements for refreshments and toilet facilities.
- Not use your equipment for carrying out work or for clearing up afterwards.

- Clean up after the work and make sure all rubbish is removed from your property at the end of each day.
- Make sure your home is safe and secure at the end of the day.

When the work is finished:

- The person who carried out the work will show you how to use any new equipment and provide you with operating instructions and any accessories (i.e. radiator keys).
- For those rooms where work has been carried out we will provide a decoration voucher.
- Where the work has spoilt decoration in other rooms, we will provide decoration vouchers in line with our decorating policy.
- A representative of the association will inspect your property on completion of the works. If you wish, we can also arrange joint visits involving a member of the tenants' group and staff. This is to ensure you are happy with the quality of the work, the quality of the contractor, and to give you an opportunity to record your overall satisfaction with the improvement.
- All building work is guaranteed. The duration of the guarantee will depend on the work done. Please make sure you tell us about any problem as soon as possible.
- We will also ask you to complete a brief questionnaire to find out how well we and the contractor dealt with the work in your home.
- You may also be chosen to take part in a random tenant monitoring survey.

Why we have these service standards:

We will be carrying out regular maintenance and improvement work across Shropshire to provide homes that you enjoy living in.

We are committed to working with tenants through consultation to achieve the best results for everyone.

How do I complain?

If you have any complaints – for example if work is not carried out, is not done on time or is not to your satisfaction – you should contact Customer Services.

Improving our service

If you have any suggestions on how we can improve our service please contact Customer Services.



Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

Access for all...

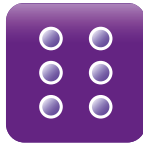
This document is also available in:



Large Print



Audio CD



Braille



Other Languages

Translations available in:



Traduction disponible



Cyfieithu sydd ar gael



Tłumaczenie dostępne



Traduzione disponibile



перевод

Contact us:

South Shropshire Housing Association

The Gateway, The Auction Yard,
Craven Arms, Shropshire
SY7 9BW

Meres and Mosses Housing Association

Edinburgh House,
New Street, Wem
SY4 5DB

Tel: 0300 303 1190

Email: info@shropshirehousing.org.uk

Social Media:

- /SouthShropHA
- /MeresMossesHA
- @SSMMhousing

www.shropshirehousing.org.uk



We Are Connexus