



Investing in your home

*A guide to the improvements
planned for your home*



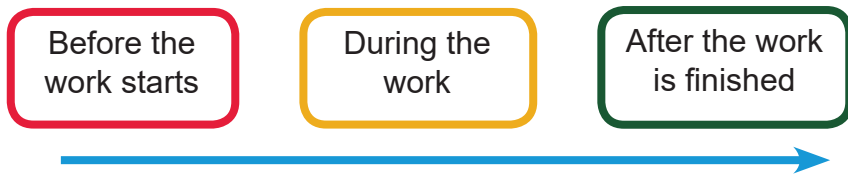
**This information is
important. You may need it
again in the future, so please
keep it safe.**

Our planned improvement works programme

We have created a new programme of works to improve your home. This includes the installation of new kitchens, bathrooms and upgraded heating systems, as well as external maintenance and electrical wiring.

This programme will make sure we meet the Government's Decent Homes Standard in our properties.

There are three stages to the investment and improvement work taking place in your home:



We aim to provide a first-class service based on quality, respect and involvement, to improve the standard of your home.

This booklet will give you information about:

- the process involved in carrying out investment/improvement work to your home.
- the role of Two Rivers Housing and our partner contractors who carry out the work on our behalf.
- what you can do to prepare for the work.
- what you can expect before, during and after the work.

Stage 1

Before the work starts

You will receive a letter from Two Rivers Housing advising you of the work planned for your home and, if necessary, arranging for your home to be surveyed.



A Liaison Officer from our contractor will visit you to:

- explain the work to be carried out.
- advise you on how to prepare for the work.
- discuss the style or colour choices available - if applicable.
- consider any specific issues that may affect how the work is carried out.



You will receive a letter confirming the date when work will begin.



You will receive a reminder (letter, phone call or text message) the day before the work starts.



How should I prepare for the work?

Your Liaison Officer will be able to advise you exactly what you need to do to prepare.



Depending on the work required, you **may** need to:

- clear rooms of furniture, belongings and appliances.
- clear kitchen and bathroom cupboards, drawers, shelves and surfaces.
- remove stored items from the loft.
- allow access to wiring in your loft.
- remove vehicles from your drive and items from paths and gardens, if scaffolding is required.
- allow access to sockets and switches.
- remove blinds, curtains and nets.

If you need help with moving large items, please let your Liaison Officer know before the work starts.

How can I help the work to run smoothly?

- Please allow our partner contractors into your home to carry out the work. You will know in advance when they are coming and they will carry ID badges. If in doubt about their identity, ask them to wait outside and call us on 0800 316 0897 to check they are legitimate. Access problems are the number one cause of work delays, so your co-operation will help us to complete the work on time.
- If there are certain days or times where you cannot allow access, please tell your Liaison Officer at the earliest opportunity. They may be able to make alternative arrangements.
- If you need to leave your home whilst work is taking place, please tell the tradesmen what time you expect to return. They will always leave your home secure.
- Do not leave anyone under the age of 16 in your home without an adult being present. We will be unable to enter or remain in your home if there are unsupervised minors present (16 years or younger).

Stage 2

During the work

You will be provided with contact details for your Liaison Officer so you can call them if you have any problems or questions.

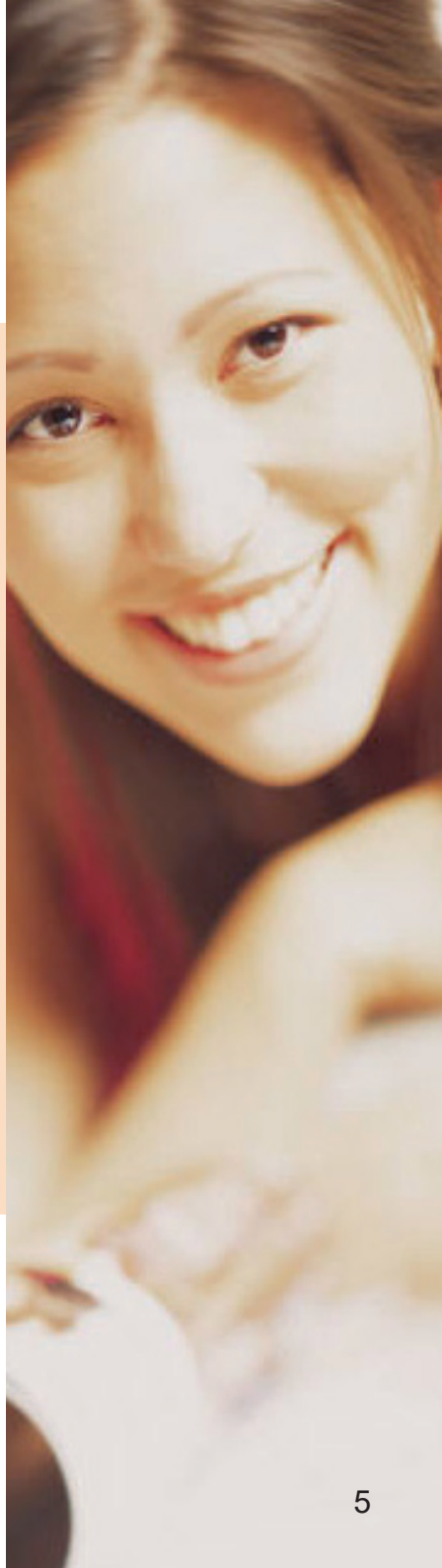
Your Liaison Officer will visit whilst the work is being carried out, allowing you to raise any issues or queries.

The length of time the tradesmen will be at your home depends upon the work required.



During the work

- Our partner contractors will leave you with water, toilet facilities, electricity or gas overnight unless - in very rare circumstances - it is essential to leave them off in order to comply with health and safety regulations.
- To protect tradesmen from passive smoking, please **do not** smoke in a room where our staff are working or visiting.
- Our partner contractors will remain polite and respectful at all times. We expect you to avoid using abusive or insulting language or behaviour while they are working at your home.
- Please make sure children and pets are supervised whilst work is being carried out.
- Please follow any advice or safety notices put up during the work.



Stage 3

When the work is finished

Once the work is finished, it will be inspected to make sure it meets the required standard.

You will be given instructions, guarantees or care guidelines, as appropriate, for the work that has been completed.

You will be advised how to report problems or defects that may occur.

You will be asked to complete a satisfaction survey. This will be used to measure the performance of our contractors, and help us improve the service we provide.



When the work is finished

- Completed work will be inspected by us, or our contractor, to make sure it meets the expected standards.
- Any outstanding work (called snagging) will be rectified quickly by the contractor.
- If there are any faults (defects) with the work within one year of it being completed, our partner contractors will be responsible for putting them right.

Please contact Two Rivers Housing to report any defects.

We value your opinion and feedback so we would be grateful if you would please complete the short satisfaction survey at the end of the work.

What is a 'defect'?

Sometimes, when we complete improvement work, the fixtures or fittings used may be faulty.

It's only once these items are installed that faults are evident. These are known as 'defects'.



Who is the Liaison Officer?

Liaison Officers are employed by our partner contractors carrying out the investment work. They are responsible for making sure you receive the best service possible.



They will be your main point of contact whilst the work is being carried out.

Please note, for some smaller works, the responsibilities of the Liaison Officer may be carried out by the contractor's Site Manager or a Two Rivers Housing Customer Care Co-ordinator.

What will your Liaison Officer do?

They will:

- explain what investment work is to be carried out in your home and how it will affect you and your family.
- respond quickly and efficiently to questions, concerns or problems you may have during the works.
- discuss the colour or style choices available, dependent upon the work to be carried out.
- give safety advice to make sure you, your family and pets are safe whilst work is being carried out in your home.
- make sure you, your family and home are treated with respect whilst the work is being carried out.
- advise how you can help minimise the disruption to yourself and your home.
- give you their telephone number so you can contact them if you have any questions.
- provide you with packing boxes and assistance, if required, depending on the work.

Staying safe

Your safety is of paramount importance and you can help us to ensure all work around your home is carried out in a safe way.

- All Two Rivers Housing staff and our partner contractors wear identification badges. **Always ask for identification before letting anyone into your home.**
- We will keep all equipment and tools under strict supervision.
- Please prevent children, visitors or pets from entering the work area.
- There will be some work materials stored around the work area. **Please do not touch these.**
- Keep doors closed to prevent dust from spreading.
- We will always use dust sheets and floor coverings where necessary, but please consider any other precautions that may be needed to protect your belongings.
- We will remove all rubbish relating to the work from your home at the end of every working day.
- **YOU MUST PREVENT CHILDREN FROM PLAYING ON OR AROUND SCAFFOLDING.**

What if something goes wrong?

- If there is a problem, you should contact your Liaison Officer immediately. An out-of-hours emergency number will be provided when work begins. Liaison Officers are there to help, but they cannot resolve a problem unless they are made aware of it.
- Your Liaison Officer will aim to resolve most concerns as quickly as is reasonably possible. However, if you are not satisfied with the outcome, you should contact Two Rivers Housing and we will deal with the issue directly.

CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print or audio CD, please call us.

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk

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