

MAJOR WORKS

TRAVAUX IMPORTANTS

TRABALHOS DE RENOVAÇÃO

PRACE GŁÓWNE

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بڑے کام



TENANT APPROVED



The majority of our 15,300 homes have now undergone various improvement works. Over the last few years these have been focussed on particular types of homes in certain streets or estates. We're now focussing our investment on those homes that require certain improvements that are needed now (that did meet a certain standard in previous years), were declined by previous tenants, or work that's been on hold for a while, so we can batch jobs together and get better value for money.



As a minimum we are committed to maintaining the condition of our homes in line with the Government's Decent Homes standard. Our Board, with your input, and combined with our knowledge about the condition of each property, agrees an investment programme for the year ahead.

Each year we carry out hundreds of major home improvements such as new kitchens, bathrooms, roofs or rewires. We appreciate that carrying out major works can be disruptive and an inconvenience to you, but your home and your comfort will be improved.

If your home is included in a scheme of improvement works, these are the standards of service you can expect from us.

## At least two weeks before any work takes place we will tell you:

- what the work is;
- who the contractor will be;
- the contact details of a dedicated Tenant Liaison Officer;
- timescales for the work;

- how the work may impact on you and your family; and
- the choice in colours or materials when replacing your kitchen or bathroom.

If you are a vulnerable customer, or where there are individual needs, we will be as flexible as we can be to help meet these.

## Once we start the works we will:

- ensure you are warm, comfortable and safe and that we, and our contractors, take care to protect your home and possessions while work is carried out;
- make sure work is carried out to a high standard, always using good quality material manufactured to the relevant standard and where possible sourced locally and made from sustainable resources;
- keep to the start and finish dates;
- provide you with regular opportunities to discuss proposed work issues with the contractor and ourselves;



- where we have disturbed your decorations, give you decorating vouchers towards the redecoration; and
- show you how to use any new appliances, leaving you with instructions in a format you can easily use.

Tenants are consulted on the annual investment programme proposals through the local area panels, tenant and resident groups, and the Asset Management customer sounding board (see our Customer Involvement leaflet).

The programme is then approved in the spring and any changes, and the reasons for those changes will be published in the autumn edition of our tenants' newsletter.

## Leaseholders

We have special guidance for Leaseholders as improvement work impacts on this type of customer differently. See our Leaseholder leaflet for more information.





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نايا تو نهم زانيار ناميه بو شيوازيكي تر دهخوازيت؟ بو هس شيوازيكي تر، و لك پيتي گوره، كاسيت يان سي دي دهنگ، برايمل بو نابينا يان و مرگير ابنت بو زمانتيكي تر، تكايه پهيودندي بكه به تلهفوني 0113 214 1774.

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کیا آپ کو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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