

# MAJOR WORK TO YOUR HOME

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**As your landlord, we must carry out regular major work to your home. This could include, for example, replacing your kitchen or bathroom or your central-heating boiler.**

This leaflet sets out what you can expect from us and our contractors when we carry out major work in your home.

**Consultation**

**We will:**

- consult you about the type of work, and the timescales for completing it, before we start;
- involve resident representatives in drawing up the contracts and choosing contractors and
- involve residents' representatives in monitoring contracts.

**Before we do any work to your home**

**If your home is included in the works programme we or our contractors will:**

- give you a choice of colours of the kitchen units, wall tiles and floor coverings for both the kitchen and bathroom;

- confirm the drawings of your new kitchen layout and your choices before the work starts;
- confirm the bathroom tiles and flooring you have chosen before the work starts;
- give you the contractor's contact details;
- send you at least 28 days' notice of the approximate date we plan to start the work and
- confirm an exact start date seven days before the work begins.

**When working in your home**

**Our staff and contractors will:**

- show you ID, we will not object if you phone to confirm our identity;
- carry out work to a good standard;
- help you to move furniture if you are not able to;
- protect your furniture and belongings by using dustsheets and carpet protectors;
- use good-quality materials made to the relevant British standards;
- provide you with temporary heating in your main rooms for example, the living room, if necessary;

- at the end of each working day, leave you with a toilet, hot and cold water, cooking facilities, lighting and heaters;
- leave your home clean and tidy at the end of each day;
- take particular care if there are young children, frail or disabled people in your household;
- tell you if your gas, water or electricity will be disconnected;
- only go in to areas where they are working;
- keep your home and block secure while working;
- respect any religious holidays and festivals;
- be polite and respect your home and
- carry out regular surveys to monitor the quality of our service.

#### **Our staff and contractors will not:**

- use offensive language or behave in an offensive way;
- leave materials or rubbish in your home or in shared areas;
- use your toilet or other facilities;
- smoke in your home or
- work if you (or someone you choose) are not there, unless you give us permission.

#### **When we have finished the work**

##### **Our contractor will:**

- provide an 'aftercare' service, putting right anything that goes wrong with the work carried out, for at least six or twelve months after the work is finished, depending on the type of work and
- write to you to check that the work is properly finished and that you are happy with it.

##### **We will:**

- inspect all work we have carried out in your home and
- send you a satisfaction survey once we have finished the work.

If you need more information, help or advice please call us on Freephone **0800 052 9922** or **020 8709 4300** from a mobile.



## Gateway Housing Association Limited

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتنا بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]

