

# Improvement Works



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.



# 01

## Introduction

We are committed to building, maintaining and enhancing the quality of our homes for our customers. We conduct on-going surveys of all our properties to ensure that we maintain 100% compliance with the Government's Decent Homes Standard.

Each year we spend over £26 million on Improvement Works to keep your home a safe and well-maintained place to live.

# 02

## Preparing for the works

Whatever work is scheduled for your home, this brochure will guide you through the preparations you need to make. It will tell you what to expect when the work is underway, and the service standards we will work to.

### **Introduction to Customer Liaison Officers**

You will be assigned a Customer Liaison Officer (CLO), employed by our nominated contractor, who will be your main point of contact for the duration of works and they will be supported by a CLO from One Vision Housing.

We will provide you with the details of your CLOs and other key members of the delivery team (names and contact details) prior to work starting in your home.

Our staff and contractors will always display an identification badge. Please ask to see this before allowing access to your home.

### **CLOs are your main point of contact through the work.**

#### **They will:**

- Explain the work to be carried out in your home, the schedule for the work and what is involved at each stage
  - Arrange a key holding service if you work full-time, or have appointments you cannot rearrange
  - Advise you on health, safety and security
  - Help you make necessary preparations, like arranging assistance if you will struggle moving furniture
  - Ensure that you are satisfied with the way the work is being done, and how long it takes to complete
- Explain the daily signing-in and feedback sheets that we use
  - Ensure that your views are listened to and that you and your family are treated with respect
  - If you are having a new bathroom or kitchen fitted, your CLO can help you make decisions about which style/options to choose, ensuring that you're happy to go ahead

Should you have any questions or concerns about the work contact your CLO directly and they will do their very best to help you.

## Notification process

You will be assigned a Customer Liaison Officer (CLO), employed by our nominated contractor, who will be your main point of contact for the duration of works and they will be supported by a CLO from One Vision Housing.

The next communications will be from the nominated contractor who will be carrying out the work.

Three weeks before the work is due to begin you will receive a letter or text message confirming the date when the work will commence. If you are unable to keep this date you must contact us immediately to rearrange.

Seven days before the work commences you will receive a reminder letter.

Where access is required to your home, we will call or text you 48 hours before the work commences, to make sure that all preparations have been made and to alleviate any last minute concerns you may have.

Please note: a refusal of works at this stage may incur a cost (of approx. £3,000) for the pre-ordered materials and labour allocation.



# 03

## What the works involve

### Bathrooms

#### What the works involve

- Asbestos survey and removal (if required)
- Stripping out the existing bathroom suite
- Electrical works and/or re-wire (if applicable)
- Plaster where necessary
- Installation of the new bathroom suite (with associated plumbing and boxing in of exposed pipework)
- Wall tiling
- Vinyl flooring
- Final quality check

#### Preparing for the works

- Clear the bathroom (including any cabinets and drawers) of all personal items and belongings.
- Please ensure any Electric or Gas Meter cupboards are free from any obstructions to give free access to engineers.

#### During the works

At the end of each day we will ensure that you are left with hot and cold running water and a fully functioning toilet. However, during the working day there will be times when the water supply will be turned off and the toilet and bathroom facilities will be unavailable.

When the work is complete, please ask the plumbers to try all taps and flush the toilet a couple of times. This way you will feel reassured that there are no leaks and that the water supply has been turned back on.

### Electrical Wiring

#### What the works involve

- Full electrical rewire

#### Preparing for the works

- Move furniture and belongings away from the walls and into the centre of rooms where possible
- Clear kitchen surfaces of any personal items and belongings
- Remove any laminate flooring from rooms upstairs
- Clear any loft spaces of any personal items and belongings

### Doors and Windows

#### What the works involve

- Removal of doors/windows
- Installation of new doors/windows
- Final quality check

#### Preparing for the works

- Clear the doors and window areas of any items and personal belongings
- Remove any curtains, blinds etc.



## Central Heating

### What the works involve

- Asbestos survey and removal (if required)
- Removal of existing heating system (possible lifting of laminate/floor boards)
- Installation of new boiler and/or radiators (as required)
- Patch holes where necessary
- Carry out any associated building works (if required)
- Demonstration to customer of new system
- Final quality check

### Preparing for the works

As part of the pre-work survey, the engineer will let you know what (if anything) you need to do to prepare for the works.

### During the works

When installing a new heating system we will try to complete the work within 1-2 days, so that you will not be left without heating. If for any reason this is not possible, we will provide alternative sources of heat for use in the evening and overnight, depending on need and the time of year.

# 03

## What the works involve

### Kitchens

#### What the works involve

- Asbestos survey and removal (if required)
- Stripping out the existing kitchen units
- Carrying out electrical works and/or rewiring (if applicable)
- Plaster where necessary
- Installation of new kitchen units (with associated plumbing and boxing in exposed pipework)
- Vinyl flooring
- Final quality check

#### Preparing for the works

- Clear the kitchen (including all cupboards and drawers) of all personal items and belongings

- Remove all food and any other items from fridges and freezers
- Where possible, remove any appliances (e.g. fridges, freezers, washer/dryers) except cookers and ovens out of the kitchen and make sure to keep access to kitchen clear

#### During the works

We will try and keep disruption to a minimum and will always leave you with a hot and cold running water supply at the end of each day. However, there will be times when the water supply/electricity will need to be turned off, but our staff/contractors will let you know about this in advance.

We suggest you keep some small appliances (e.g. kettle, microwave, etc.) in another room so you can prepare some food while your kitchen is being worked on.

### External Works

#### What the works involve

These works may include repairing or replacing:

- Roofing
- Fencing
- Paving
- Balconies
- Wall surfacing

We will let you know if you need to do anything ahead of the works taking place and if there are any considerations to take into account.



## 04

## Safety and security

To ensure the safety and security of your household please follow the advice below:

### Children

- Keep children away from all work areas, tools and equipment
- Make sure they do not go near or climb on scaffolding
- Keep toys away from work areas
- Take extra care when windows and doors are opened for work to be done
- Never leave children unsupervised in your home while work is being done

### Pets

- Prior to work commencing, let your CLO know if you have any pets
- Let us know if your pets are wary/aggressive around visitors
- Keep pets away from work areas, ideally in a secure part of the garden or in a separate room

### Smoking

- Avoid smoking in or near the work areas while our operatives are present

### Keys

- If you work full-time, or have appointments that you cannot change, discuss alternative options like key holding arrangements with your CLO
- Do not leave your keys with anyone under the age of 16

### Electrics, water and gas

- Always listen to the instructions given to you by the electrician/plumber/contractor working in your home
- Do not turn services back on yourself; they will have been turned off for a reason and our staff will turn them back on when it is safe to do so
- Sockets and switches might be left loose from walls so that surfaces can dry. The electrician will tell you which ones can be used and will also make sure you have power at the end of the day.

### Paint and plaster

- Avoid going near or touching any finished surfaces to avoid damage to your clothing and to the work that has been done

### Tools, materials and equipment

- Please take care around equipment/materials and never touch any tools (all materials and tools will be removed at the end of each day)

### Scaffolding

- Please allow access on driveways and paths for staff to put up scaffolding if required
- Ensure that doors and windows are kept secure when scaffolding is in place
- Do not go near to/on the scaffolding and please report anyone who does to a member of the site team or



# 05

## FAQ's

Here are some of the most common questions we get asked about Improvement Works. If what you need to know isn't covered, contact us.

### About the programme

**Q:** *Will I be getting the same work done as my neighbours?*

**A:** Not necessarily. It depends on the condition and age of the existing fixtures and fittings. Each property is assessed individually.

**Q:** *Can other tenancy issues affect whether the work takes place?*

**A:** Yes. The following tenancy issues may affect whether your home receives the works:

**Rent arrears** - If you have rent arrears and have not set up or kept to a repayment agreement, you could be suspended from the Improvement Works programme. If this happens we will notify you in writing to give you the opportunity to arrange a repayment agreement.

**Gas/electricity safety service** - If your gas/electricity service is overdue because we have been unable to gain access to your property, you may be suspended from the Improvement Works programme until this is carried out. If this happens we will notify you in writing to give you the opportunity to arrange for the safety service(s) to be carried out.

**Right to Buy** - If you apply for Right to Buy before the work starts, then all work on your home will be put on hold pending the outcome of your application.

**Q:** *Can I choose not to have the works done?*

**A:** Should you refuse for the work to be done, we will still need to access your home to complete a consultation survey and establish the condition of your property.

If you do not allow us into your home to do the survey, we may apply to court for an access injunction. If we do, we will recharge you for the court costs in the region of £1,500.

It is important for improvement works to take place so your home remains **safe and well maintained**. It also helps to avoid situations where parts for repairs become obsolete.

Failure to allow us to carry out required works may result in your Tenancy Agreement being cancelled.

**Q:** *Will you be redecorating on completion of my Improvement Works?*

**A:** We will make good any disturbed plaster work but it will be your responsibility to redecorate after the works have been completed.

## Kitchen/Bathroom options

**Q:** *Can I change my mind once I have chosen my kitchen/bathroom?*

**A:** You will have a 14 day 'cooling off' period after you make your choices. If you change your mind you must contact us during this period. If not, we will proceed with your original choice and no changes will be possible. Changes made after this period could incur charges.

**Q:** *Can I purchase additional fixtures, like more cupboards for my kitchen?*

**A:** This is unlikely, however we may be able to provide you with details of the kitchen supplier.



## Health & Personal circumstances

**Q:** *Members of my family suffer with breathing difficulties. What about dust?*

**A:** It is very difficult to prevent dust completely. If you think you will be severely affected, please let us know.

**Q:** *I am in ill health and require adaptations in my home, what do I do?*

**A:** An Occupational Therapist (OT) must assess your needs and the adaptations you require. We can give you contact details for an OT, who you will then need to ask directly for an assessment. If you've already had an assessment carried out by an OT, please let us know.

**Q:** *I have a baby and need heat and water at all times. Will this be possible?*

**A:** We only disconnect services for the minimum time possible and will always tell you in advance so that you can make alternative arrangements.

**Q:** *If I am on holiday or in hospital when the work is planned, will I be missed out?*

**A:** No. You must give us plenty of notice so that an alternative date can be arranged.

## During the work

*Q: Will I need to move out whilst works are being carried out in my home?*

**A:** No, we can carry out the work with you at home.

*Q: Will the workers use my facilities?*

**A:** Our contractors will not use your facilities (e.g. the toilet) without your permission. We can provide facilities for workers nearby if necessary.

*Q: What will happen if any of my belongings are damaged or go missing?*

**A:** It is your responsibility to pack away all valuables safely and to make the necessary preparations before we start work. If anything is damaged or goes missing, report it to us immediately.

*Q: What if I have laid laminate flooring?*

**A:** During the works, we will use floor protection. However, if you are having central heating or electrical work, you may need to take up any laminate flooring and refit it afterwards.

## Costs

*Q: Will this work affect my rent?*

**A:** No. Your rent only changes in line with the annual rent increase.

*Q: Is there a decorating allowance?*

**A:** If we carry out a full electrical rewire, which causes damage, you may receive a decorating pack or a contribution towards redecoration costs (this would be paid in vouchers, not cash).



# 05

## Help us improve

Your knowledge and understanding of the issues affecting you and your neighbours is invaluable to us; ensuring that we focus our attention and efforts on the things that matter most.

Send us your feedback and suggestions by emailing [feedback@ovh.org.uk](mailto:feedback@ovh.org.uk).

### Become an Involved Customer

You can get involved as little or as much as you like, with our range of involvement options. To find out more contact the Customer Empowerment Team on **0300 365 1111** or email [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

If you have any other questions please call **0300 365 1111** or visit our website [ovh.org.uk](http://ovh.org.uk)



## Get in touch

-  [ovh.org.uk](http://ovh.org.uk)
-  0300 365 1111\*
-  [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)
-  @ovhousing
-  [facebook.com/ovhousing](https://facebook.com/ovhousing)
-  @onevisionhousing
-  One Vision Housing



The information inside this newsletter was correct at time of publication. For the most up-to-date information, please visit [ovh.org.uk](http://ovh.org.uk).



One Vision Housing is part of The Sovini Group

\*8am - 6pm, Monday to Friday excluding bank holidays. Emergency repairs, 24 hours, 7 days a week



Certificate Number 2771  
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



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### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.