

MAJOR IMPROVEMENT WORKS



"Delivering Excellent Housing Services"

Programmes of Work

Major Refurbishment involves the large scale replacement of whole 'building elements' to your home. Examples of these include:

- Kitchens
- Bathrooms
- Central heating
- Electrical wiring
- Roof covering (including soffits, fascias, gutters and downpipes)
- Windows
- External doors
- Insulated rendering
- Cavity wall insulation
- Upgraded loft insulation

These large scale programmes of work are carried out year on year, the main aim being to maintain all homes to the Government's 'Decent Homes Standard'. Ongoing surveys and historical information allow us to plan and prioritise which homes are to be included in forthcoming programmes of work.



Arranging Major Works

We will contact you periodically to make an appointment to carry out a survey of the building elements to your home, so please assist us in this process by allowing us access to your home. If we cannot make contact with you or cannot arrange an appointment, your home may miss out on the opportunity to receive improvement works.

All our surveyors will wear identification badges bearing their name and photograph. You should always ask for proof of identification before letting anyone into your home. If you are unsure then please contact our Tenant Liaison Officer on:

Tel- 01623 608860 or Text- 07900 228054.

If they are not available please contact one of our Repairs Administration Officers immediately on **Tel- 01623 608873.**

Over time all Ashfield District Council homes will benefit from the replacement of key building elements based on their lifecycle and condition. This means that if we haven't visited you already, then we will be doing so in the future. Even if we have already visited you, we will be back again to replace other building elements as and when they are required.

The funding for all such works is provided by the Government and this funding is limited. Works are therefore prioritised based upon the results of the condition surveys, along with other relevant criteria.



Major Improvement Works

Consulting With Tenants

Where significant works are proposed for your home, we will invite you to an Open Day before the work starts to allow you to meet the contractor appointed to carry out the works, ask any questions you may have, see the choices on offer and decide which you would like in your home.

Whatever works are carried out, we will liaise with you before work starts. We will ask if you have any special circumstances which you feel we ought to know about, which could alter the way in which we carry out the work to your home.

During major programmes of work, we will always be on hand to deal with any problems or queries. Each site will have a dedicated Technical Officer whose role will be to:

- Make sure that you are fully notified and happy with the arrangements
- Ensure that you are always left with essential facilities at the end of each working day
- Make sure you are aware of important contact telephone numbers and our out-of-hours emergency facility

After the works are complete, we will send you a customer satisfaction survey form. Your views are very important to us and without them we cannot accurately assess what we are doing right, and what we can improve. We would, therefore, ask that you take time to complete the survey form and return it to us in the pre-paid envelope.

Twelve months after completion of the works, we will write to you and ask if any defects or faults have occurred with the works since they were completed. We would ask that you complete and return the form in order that we can put right any faults under the warranty period.



Right to Decline Planned Improvement Works

We are aware that due to a number of reasons you may not wish to have the improvement works carried out. Should this be the case you will be asked to sign a 'Declined Works Form'. You will not be able to decline essential works which relate to your health and safety, such works will include any necessary remedial works required to the electrical installation.



Major Improvement Works



Tenants Choice

Depending upon the nature of works due within your home, you may be offered a number of choices to allow you to personalise your home to your own taste. For example, if you are due to receive a kitchen you will have choices in respect of the colours of:

- Kitchen unit doors
- Kitchen unit carcass
- Worktops
- Vinyl floor covering
- Gloss wall tiles plus colours of satin wall tiles
- Emulsion to the kitchen walls

You will also have a choice on the types of tap used.



Disturbance to Decorations

When the work is finished, we will visit your home to check whether any of your decorations have been damaged as a consequence of the works. If so, we will provide you with decoration vouchers to assist in the re-decoration of the affected areas. We will provide you with a list of local hardware stores where you can redeem the vouchers for decorating materials. You can also use the vouchers as payment or part payment to any registered decorator who is willing to accept the vouchers in return for decoration works.



Further Information

Should you have any queries relating to any works we have carried out or we are planning to carry out, or any queries in general, please do not hesitate to contact our Tenant Liaison Officer on:

Tel- 01623 608860

Text- 07900 228054