

Refurbishing your Home (Major Works) Service Standard



When we carry out major works to your home you can expect Ashfield Homes and our Construction Partner to :

- 🔑 Invite you to an Open Day near to your home (where we are replacing a number of elements within your home).
- 🔑 Provide a Tenant Liaison Officer.
- 🔑 When replacing major components, give tenants a choice of colours and style of materials where possible.
- 🔑 Provide you with daytime and 'out of hours' telephone numbers.
- 🔑 Provide proof of identity before entering your home.
- 🔑 Wear site coats or vests stating the name of the Constructor and the partnership with Ashfield Homes & Ashfield District Council.
- 🔑 Assist you in moving furniture if you are unable to do so.
- 🔑 Ensure you are provided with temporary facilities where necessary.
- 🔑 Assist you in lifting carpets/floor coverings, if you are unable to do so.
- 🔑 Ensure the work is carried out to a good standard.
- 🔑 Always use materials of a good quality and manufactured to the relevant British or European Standard.
- 🔑 Carry out all the work whilst you remain in your home.
- 🔑 Provide temporary heating to main rooms where necessary.
- 🔑 Treat everybody equally, including paying particular attention to people with special needs.
- 🔑 Leave your home clean and tidy.
- 🔑 Pay you an allowance towards the cost of redecoration where your existing decorations have been disturbed.
- 🔑 Carry out regular surveys to monitor the quality of service provided.

How can you help us?

- 🔑 If you feel the workmanship in your home is unsatisfactory please contact a representative of Ashfield Homes as a matter of urgency.
- 🔑 Please advise us if you feel you have not been dealt with in a courteous manner.

Visit our web-site at www.ashfieldhomes.co.uk

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Getting Help

If you have any queries regarding major works please contact one of the following officers:

Tenant Liaison Officer
Broadway, Brook Street
Sutton-in-Ashfield
Nottinghamshire
East Midlands
NG17 1AL

Telephone number: 01623 608860

Senior Contract Liaison officer
Broadway, Brook Street
Sutton-in-Ashfield,
Nottinghamshire
East Midlands
NG17 1AL

Telephone number: 01623 608866

or e-mail us at: ahlmail@ashfieldhomes.co.uk

Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك دهبارهی ناشفیلد هؤمس كه به زمانی ئینگلیزی نوسراوه ئەتوانریت بۆ زمانی كوردی تهرجومه بكریت. تكایه داوای زانیاری زیاتر له ئەندامیكی دهستهی فهردمانبهران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujurati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)