

## Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, dđiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



# Major Works to Your Home



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**BGVPHA**

Committed to Tower Hamlets

**As your landlord, BGVPHA must carry out periodic major works to your home. This could include, for example, replacing your kitchen or bathroom or renewing your central heating boiler.**

This leaflet outlines what you can expect from BGVPHA and its contractors when major works are carried out to your home.

## CONSULTATION

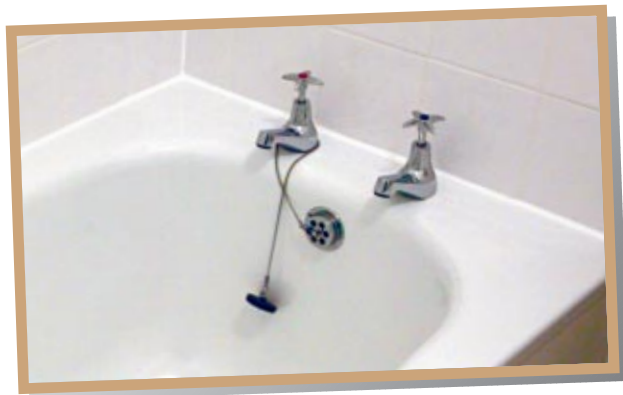
### We will:

- Consult residents about the nature of the works and timescales in advance;
- Involve residents in the design of the contract and the choice of contractor;
- Involve residents in an annual review of the contract.

## BEFORE ANY WORKS ARE DONE TO YOUR HOME

### We will:

- Publish the forthcoming year's major works programme in BGVPHA's residents' newsletter;
- Give you a choice of colours of the kitchen units, and wall tiles/floor coverings for both kitchen and bathroom\*;
- Provide written confirmation and drawings of the agreed kitchen layout and choices in advance of the works\*;
- Provide written confirmation of the agreed bathroom tiles and flooring choices in advance of the works\*;
- Provide the contractor's contact details;
- Send notification of the approximate start date 28 days in advance, with a confirmation of an exact start date 7 days prior to works commencing.



\* if included in the programme of works

## WHEN WORKING IN YOUR HOME

### BGVPHA and contractor staff will:

- Provide proof of identity and not object if you phone to confirm their identity;
- Carry out work to a good standard;
- Assist you to move furniture and lift carpets/floor coverings if you are unable to do so;
- Protect your furniture and belongings by using dustsheets/ carpet protectors, if necessary;
- Wear company uniforms at all times;
- Use good quality materials manufactured to the relevant British Standard;
- Provide you with temporary heating to main rooms, if necessary;
- Restore services at the end of each working day (toilet, hot and cold water, cooking facilities, lighting, space heaters);
- Leave your home clean and tidy at the end of each day;
- Pay particular care and consideration when working in homes of frail or disabled residents or residents with young children;
- Advise you if gas/water/electricity is to be disconnected;
- Only remain in the areas where they are working;
- Help keep your home/block secure by closing communal or individual doors and ensuring ladders/ scaffold are not accessible;
- Respect religious holidays and festivals;
- Be polite, courteous and respect your home;
- Carry out regular surveys to monitor the quality of service.

### BGVPHA and contractor staff will not:

- Be offensive in their behaviour or conversation;
- Leave materials or rubbish in your home or communal areas;
- Use your toilet or other facilities;
- Smoke in your home;
- Work if you or your representative is not present without permission.

## WHEN THE WORK HAS BEEN COMPLETED

### The contractor will:

- Provide a dedicated aftercare service for at least six months after the works have been done (12 months for mechanical and electrical works);
- Write to you to check the work is satisfactory and properly completed.

### BGVPHA will:

- Inspect all works carried out;
- Carry out a satisfaction survey once the works are complete.

**If you need more information, help or advice, please contact your Housing Officer on 020 8709 4300.**