

# Major work to your home



**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 you in drawing up the contract and choosing a contractor; and
- involve you in reviewing the contract each year.

## **Before we do any work in your home**

**We or our contractors will:**

- give you a choice of colours of the kitchen units, and wall tiles and floor coverings for both the kitchen and bathroom (if included in the work programme);

- confirm the drawings of your new kitchen layout and your choices before the work starts (if included in the work programme);
- confirm the bathroom tiles and flooring you have chosen before the work starts (if included in the work programme);
- give you the contractor's contact details; and
- 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, if necessary;
- wear our company uniforms at all times;

- 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 or frail or disabled people in your household;
- tell you if your gas, water or electricity will be disconnected;
- only go in the areas where they are working;
- help keep your home and block secure by closing doors and making sure other people cannot gain access to ladders and scaffolding;
- 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 months after the work is finished (12 months for mechanical and electrical 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 your housing officer on 020 8709 4300.

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 کتابچہ 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]



Awarded for excellence



INVESTOR IN PEOPLE



North River Alliance

## Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

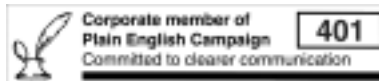
General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: [enquiries@gatewayhousing.org.uk](mailto:enquiries@gatewayhousing.org.uk)

[www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk)

This leaflet gives you information on the services we will provide to you.  
The leaflet does not affect your rights as set out in your tenancy agreement.  
Thank you to all the residents who helped to produce this leaflet.



Published February 2009