



Your council working for you

Tenants' handbook Booklet 6

Improvements and modernisations to your home

Our service standards and promise to you

January 2011



South Kesteven District Council
STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS



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Improvements and Modernisations to Your Home

We're dedicated to providing excellent services to our customers. To do this we have developed a set of service standards which set out what you can expect from us when we do any improvements or modernisation to your home.

This leaflet explains:

- How we provide the improvements and modernisation services
- The service you can expect from us
- How we will monitor what we are doing
- Your responsibilities as a tenant.

The services we provide

We will modernise your home so that it meets the Decent Homes standard. This includes improvements to:

- Roofs
- Kitchens
- Bathrooms
- Insulation
- Central heating systems
- Windows and Doors

- Electrical systems.

What you can expect from us

We will

- Write to all tenants affected when we plan to do any work. We will say what work will take place and when this is planned
- Give you an opportunity to have your say about the work carried out in your home
- Give you a choice, wherever possible to help with the design such as colour, style, fittings and layout
- Provide a 12 month minimum guarantee for all improvement works
- Where necessary, provide alternative accommodation when carrying out extensive improvement works
- Provide suitable support for vulnerable residents during works schemes where appropriate
- Help vulnerable residents to pack items away, remove furniture and clear carpets and floor coverings away from the working area prior to any work taking place. We will also help to put these items back when the work is finished

- In extreme circumstances and in agreement with the tenant we may postpone the works to a later date.

Before work begins

We will:

- Appoint a named liaison officer to support you
- Arrange personal visits to the homes of people with special needs
- Arrange regular project meetings at a venue which is easily accessible if applicable to the size of the project
- Give regular progress reports through our Resident Involvement groups
- Continue to consult you on any changes to the scheme
- Give you a minimum of 12 weeks notice before an improvement scheme begins
- Give you 10 working days notice before work starts if scaffolding is required
- Give you the details of the selected contractor before work commences.

Our contractors will:

- Give you a minimum of 5 working days notice before

work starts in your home

- Advise you of anything out of the ordinary that will arise from the works.

The tradesperson carrying out the work will:

- Only work between 8.00am – 5.00pm Monday to Friday (unless we agree other arrangements with you)
- Show you an identification badge before entering your home
- Wear a company uniform or suitable working clothes
- Not cause offence or harass you
- Keep inconvenience to a minimum
- Work as quietly as possible
- Be polite and courteous
- Take account of any special requirements
- Tell you what to do if you wish to complain
- Not smoke while working in your home
- Take precautions to protect furniture, floor coverings and fittings (including using dust sheets as necessary)
- Make sure you have at least one safe entrance to your home while work is taking place

- Make sure that at the end of the working day you have electricity, gas, hot and cold water or provide a temporary supply if necessary
- Make sure that if scaffolding is used around your home, you will still be able receive satellite and terrestrial T.V.
- Make their own arrangements for refreshments and toilet facilities
- Not use your equipment for carrying out work or cleaning up afterwards
- Clean up after the work and make sure all rubbish is removed from your home at the end of each day
- Make sure your home is safe and secure at the end of the day.

Asbestos

Many people have worries about asbestos, but undisturbed asbestos usually poses no problem. However, care should be taken to prevent the release of asbestos fibres as they can cause serious damage to your health.

Asbestos is a naturally occurring mineral that has been used in a range of building materials as it is resistant to heat, fire and corrosive chemicals. Asbestos was used extensively as a building material

from the 1950s through to the mid 1980s. When asbestos containing materials (ACMs) become damaged or deteriorate with age they can release fibres into the air. The fibres produced can penetrate the lungs and over time result in conditions such as mesothelioma and asbestosis. Since 1993 the use of asbestos in most products has been banned. There is a very low level of asbestos fibres present in the atmosphere, exposure to which is unlikely to harm people's health.

The greatest risk arises when asbestos is damaged or drilled, sawn, scrubbed or sanded. DIY can result in brief but high levels of exposure. Unfortunately you cannot always tell whether a product contains asbestos simply by looking at it. If you are planning home improvements or maintenance and think you may have asbestos in your home, always ask our permission in the first instance.

To gather information on asbestos in your home, the Council has commissioned a survey of all its housing stock. The survey will result in further information being provided to tenants where their properties contain asbestos and arrangements will be put in place to manage the asbestos. It is not Council policy to remove all

asbestos from its properties which is in line with safe working practice and Government guidelines.

How you can help us

You should:

- Supervise children and pets while the work is taking place
- Follow any warning notices the contractor may put up during the work
- Allow our employees and contractors to enter your property at reasonable times to inspect or carry out the work without interruptions
- Remove possessions and valuables from the work area
- Respect the contractors right to work in a smoke free environment.

Customer Care and feedback

We always value your comment. If you have any comments or complaints about an improvement project then please inform your project liaison officer or contact us directly.

You can get full details of our customer service standards and how to give us your feedback from our local office or via our web site.

How to contact us

By phone

01476 406080

E-mail

You can also email us at assets@southkesteven.gov.uk

On-Line

Visit our website at www.southkesteven.gov.uk

In person

Head Office Council Offices,
St Peters Hill, Grantham,
Lincolnshire, NG31 6PZ

Area Offices

- 1 Maiden Lane, Stamford, PE9 2AZ
- Town Hall, North Street, Bourne, PE10 9EA
- 2 Douglas Road, Market Deeping, PE9 8PA.

Write to us

South Kesteven District Council
Property and Facilities
Improvements
Council Offices, St Peter's Hill
Grantham, Lincolnshire, NG31 6PZ

Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc

This information can be made available in large print, Braille or audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁體中文 / Cantonese

本資料有繁體中文版。若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohli využít tohoto servisu, obraťte se prosím na nás.

Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer, igényt tart erre a szolgáltatásra, kerem, keresse fel minket.

Latviski / Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu pazīņai šādi pakalpojumi nāktu par labu, ņūzu kontaktēties mēs.

Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Priešome kreipis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo, albo ktoś z Państwa znają, może z tej usługi skorzystać, proszę nas kontakować.

Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contate-nos.

Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые рассчитывают такую услугу необходимой, пожалуйста, свяжитесь с нами.



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Council Offices
St. Peter's Hill
Grantham
Lincolnshire
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t: 01476 406080

e: assets@southkesteven.gov.uk

w: www.southkesteven.gov.uk



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