

Dear Resident

Over the next few weeks, we will be coming to your home to carry out various repair and upgrade works.

We want this to be a pleasurable experience and for you to be pleased with the improvements to your home that the work will bring.

This brochure is designed to briefly explain what we will be doing, how you can find out more about the planned works, the choices you will have and what to do if you have any concerns either before work starts, during the work or after we have left. We want you to be pleased with the finished work, so if you have any queries please contact our Customer Helpdesk via our Freephone Number 0800 288 9805

Yours faithfully

Debbie Bennett

Debbie Bennett
Customer Liaison Manager



PAINTING, DECORATING & BUILDING
MAINTENANCE SINCE 1899

Customer Helpdesk

t 0800 288 9805

8am to 5pm Mon to Fri

e mail@georgejones.org.uk

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**Downland Housing
Association**

Customer Service Team

0845 688 7717



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A Guide To
**Contractors Working
Around Your Home**
Doing External Redecoration
And Repair Works



Working in Partnership with



Before we start

- All properties are different, and so not everyone will be having the same work done to their home.
- Prior to the start of the work on site we will come round and survey your property to see what repairs, if any, are required to bring your home up to the required standard.
- Near the start of the work we will write to you detailing the proposed start date.
- If this date is going to be inconvenient for you, please let us know via our Customer Helpdesk.
- If you have any special needs we should be aware of, please let us know – we want to tailor the work to inconvenience you as little as possible.
- Please note that at no stage will we ask you to pay for anything as we are paid directly by your landlord, nor will we approach you to do extra work for a fee!

Whilst the work is going on

- The first thing we will do is to introduce ourselves to you, and show our ID badge.
- We will explain exactly what we are going to do and how long it will take.
- As the work to your home is external, there will not be any need for us to enter your home, although we will need you to be in if we do jobs like replacing doors.
- Where new doors or repairs are required, we will complete these prior to painting.
- We will protect your belongings during the work by covering the area with dustsheets and of course we will clean up and remove any debris at the end of each day.
- We will not start any replacement unless it can be completed within the day. At no time will you be left with your home unprotected or open to the elements and we will not leave ladders or mobile towers up overnight.
- If at any time you have any concerns about what we are doing, please call our Customer Helpdesk between 8am and 5pm Mon to Fri and we will respond immediately.

When we've finished

- We do not consider the work to be complete until you are completely satisfied with it.
- We will put back any items that we have had to move in order to complete the work.
- Our foreman will call and check the work and will ensure that where fitted, you can operate any new doors or windows.
- Once you are happy with the work we will leave you a satisfaction form to complete. We hope that you will take the time to record your opinion of the work we have done. This allows us to monitor our performance on site and improve the service we offer to our customers.
- Whilst we would not expect there to be any problems with the work we have done, should you have any concerns after we have left, please call and we will happily arrange a return visit.