

Dear Resident

Over the next few weeks, we will be coming to your home to repaint the outside.

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

Lisa Moffatt

Lisa Moffatt
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

South East Region

2 Goodmead Road, Orpington, Kent

t 0151 263 2348

f 0151 264 0100

w www.georgejones.org.uk



Riverside

South East Division, Regus House
Victory Way, Crossways, Dartford DA2 6QD

Contact Number

For all queries or to report repairs, please
contact the Customer Service Centre

0845 111 0000

Riverside and ECHG are each charitable Industrial and Provident Societies.



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A Guide To **Contractors Working Around Your Home**

Doing External Redecoration 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 work is required.
- Near the start of the work we will write to you detailing what work we will be doing to your home and the proposed start date. If your property requires scaffolding, we will tell you the date we intend to start erecting it.
- 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!
- If at any time you have any concerns or questions, please call our resident helpdesk between 8am and 5pm Mon to Fri and we will be happy to answer them.

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 someone to be in if we to paint your doors or windows so that we can paint the edges.
- 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 do understand that you will have other commitments on your time so we will let you know immediately if we cannot work on your home that day – for example if it is raining.
- We will not start any work 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.

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 inspect the finished work and will check that you are completely satisfied and that everything has been left as it should be.
- 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 and send it back in the Freepost envelope provided. 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 our helpdesk and we will happily arrange a return visit.