

We will be happy to translate any information for you or provide copies in braille, in large print or on audio tape. If you need any of these services, please contact 0121 569 6030.

Arabic

سوف يسعدنا ترجمة أية معلومات من أجلك و/ أو تقديم نسخ مطبوعة بطريقة بريت أو بالحروف الكبيرة، أو نسخ صوتية. يرجى الاتصال على رقم 0121 569 6030 إذا كنت تطلب هذه الخدمة.

Bengali

আমরা আপনার জন্য যে কোনো তথ্য অনুবাদ করতে এবং/অথবা: ব্রেলে, বড় হরফে বা অডিও টেপে কপি দিতে পারলে খুশী হব। যদি এই পরিষেবা আপনার দরকার হয় 0121 569 6030 নম্বরে যোগাযোগ করুন।

Kurdish-Kurmanji

Heger çî zanyarî be em dikarin ji we re wergerînin û / yan jî kopîyên wan bi Braille, tipên mezîn yan jî li ser kasêtê deng ji we re peyda bikin. Heger hun vê xizmetê dixwazin ji kerema xwe re li vê hêjmarê bigerin 0121 569 6030.

Kurdish-Sorani

ئێمه پێن خوشحال ئه‌بین بۆ وه‌رگه‌ڕانی ههر زانیاری یه‌ك بۆ تو و/یان دا‌بین کردنی کۆپی به‌ : بریل ، چاپی گه‌وره‌ یان شه‌ریه‌تی کاسه‌ت . ئه‌مگه‌ر پێنویسته‌ت به‌م خه‌مه‌ هه‌مه‌ تکه‌یه‌ په‌وه‌ندی به‌ 0121 569 6030 .

Punjabi

ਮੇਰੇ ਵਿਸੇ ਦੀ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦ ਕਰਨ ਅਤੇ/ਜਾਂ ਇਹਨਾਂ ਵਿਚ ਕਾਪੀਆਂ ਉਪਲਬਧ ਕਰਵਾ ਕੇ ਖੁਸ਼ੀ ਹੋਏਗੀ : ਬ੍ਰੇਲ, ਵੱਡੇ ਫਿੰਟ ਜਾਂ ਆਡੀਓ ਟੇਪ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਸੇਵਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਵਿਠਾ ਕਰਕੇ 0121 569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Somali

Waxaanu ku faraxsanaan doonaa in aan kuu tarjumo wixii akbaaraad ah iyo/ama aan bixino muqulo ah :- Luuqadda indhoolayaasha, Daabacaad Weyn ama Caajaladaha Dhegaysiga. Haddii aad u baahan tahay adeeggan, fadlan la xariir 0121 569 6030.

Urdu

آپ کے لیے کسی بھی معلومات کا ترجمہ کر کے اور/ یا آپ کو بریل، بڑے چھاپے میں یا آڈیو ٹیپ پر نقول فراہم کر کے ہمیں خوشی ہوگی۔ اگر آپ کو یہ خدمت درکار ہو تو براہ کرم 0121 569 6030 پر رابطہ کریں۔

0121 569 6030 - Asset Management



Customer Information

مجموعۃ المعلومات التعريفية للعصیل
 مجموعة الكتيبات التعريفية للعصیل

پاکتی زانیاری بۆ ک یاران
 پاکتا Danezanê bo Muşteriyân

گپک معلوماتی بپیک
 Pack-ga Macluumaadka Macaabiisha



Crystal Mark
17957
Clarity approved by
Plain English Campaign

Sandwell Homes in Partnership with

Introduction

This booklet tells you about the types and level of service you can expect from us and our partners who will be carrying out the Decent Homes improvement work to your home.

We aim to provide a first-class service based on quality, fairness and involvement and targeted at improving housing conditions for the customers of Sandwell Homes.

If you have any questions or would like to raise any concerns, please contact:



Please see the enclosed inserts to find out more about the work that will be carried out to your home.

What if something goes wrong?

- > If there is a problem, you should contact your customer liaison officer immediately. They will visit you at home to discuss your concerns.
- > We can sort out most concerns quickly. However, there may be times when you are not satisfied with the outcome. In these instances your customer liaison officer will let you know the formal complaints procedure.
- > The complaints procedure has three stages and includes both us and our partner so we are confident that any complaints can be dealt with.



What we will do at the end of the works?

- > All work will be inspected by a member of staff from our partner's or one of our project officers to make sure that the work has been completed to specification and to the appropriate standard of workmanship. This is called a handover.
- > We value your opinion and so, at the end of the work, we will ask you to fill in a customer satisfaction form or take part in a phone survey to help us improve our service.
- > As part of our after care service you may be called and asked about how you are finding the improvements. We can then correct any problems that you raise with us.

After the work is finished

All work carried out in the project at your property will have a 12-month defect liability period.

This means that if there are any faults with the work carried by the partners within a year of the work being completed, they will be responsible for the repairs.

If there are any problems with the work after it has been finished, please contact us on one of the following numbers.

For **Oldbury** or **Rowley** : 0121 569 2959

For **Smethwick** or **West Bromwich** : 0121 569 2960

For **Tipton** or **Wednesbury** : 0121 569 2961

Please note – Any damage caused by vandalism or a break-in and so on will not be covered by the 12-month defect period. If this is the case, contact your repairs call centre.



Customer Information

Who is the Customer Liaison Officer?

The customer liaison officer (CLO) is employed by our partner, and is responsible for making sure you receive first-class customer service at all stages of the improvement work.

What will they do?

They will:

- > be your point of contact before, during and after the work is finished;
- > explain what work is to be carried out in your home, and explain how it will affect you and your family life;
- > depending on the work to be carried out, go through any colour choices that are available for you to choose from;
- > give safety advice to make sure you, your family and any pets are safe while work is being carried out in your home;
- > make sure you, your family and your home are treated with respect while the work is being carried out;
- > advise you what you must do to make sure as little disruption as possible is caused to you and your home; and
- > respond quickly and efficiently to any questions, concerns or problems you may have before, during and after the work.



Before work starts

Depending on the work to be carried out to your home, you should expect:

- > the survey team to visit you to identify what work is needed;
- > the customer liaison officer to explain what work will be carried out, and how it affects you and your family;
- > to receive a 21-day notification letter telling you the week the work will start;
- > the customer liaison officer to visit you before work starts to remind you how to prepare for the work and to fill in a condition report; and
- > to receive a seven-day notification letter with the actual date the work will start.

At any stage of the work, please ask questions and raise any concerns with your customer liaison officer.

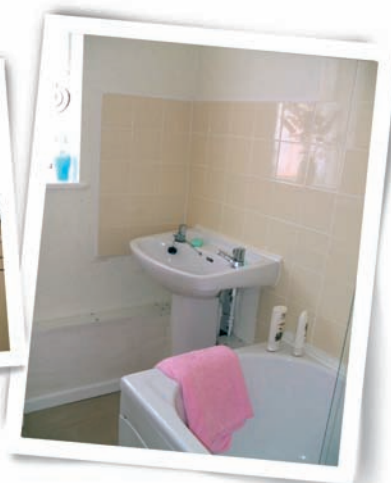
“I would definitely recommend other tenants to have the improvement works done. It is a major intrusion to your privacy, and you do have people in your home every day, but you have to look at the bigger picture, as the works are well worth it.”

What we will do during the works

Depending on the work to be carried out to your home, you should expect the following.

- > We will only work between 8am and 5pm Monday to Friday, but may call at any time between these hours (unless we have made other arrangements with you).
- > People may not need to work in your home every day due to the nature of the work.
- > All our staff and workers have identification badges with photographs on them. We will show you these before we enter your home on each visit. If you are not sure about a visitor, please contact the site office who can confirm their identity.
- > Our site staff will be visiting your home regularly during the work to make sure that work is being carried out correctly.

- > We will treat your home and your belongings with respect.
- > We will take precautions to protect the work area and access routes (using protective flooring and dustsheets).
- > Our staff and workers will always be polite.
- > We will cause as little inconvenience as possible.
- > We will not play radios, use bad language, smoke or use your electricity, water or gas.
- > We will clean up and make sure we remove all rubbish at the end of every working day.
- > We will make sure you have cooking, washing and toilet facilities at the end of every working day.
- > We will make sure your home is safe and secure at the end of every working day.



You can help in the following ways:

- > Please allow us into your home to carry out the work every day (unless we tell you differently) until the work is finished.
- > If you cannot let our contractors in, please arrange for someone else you trust to open the door.
- > If you cannot keep an appointment or will not be in at some stage during the work, please tell your customer liaison officer.
- > The workers may have to leave your home for short periods during the day. Please make sure you can let them back in if they have not finished.
- > If you need to leave your home while work is taking place, please tell the worker what time you expect to return. They will always leave your home secure.
- > Do not leave anyone under the age of 16 with the responsibility of letting workers into your home.
- > Clear all rooms of your furniture and belongings. Your customer liaison officer will tell you what you need to move
- > Remove any ornaments or valuables away from the work areas or access routes.

- > Please make sure children and pets are supervised while work is being carried out.
- > Please follow any advice or safety notices put up by the site manager during the work.
- > To protect our staff from the effects of second-hand tobacco smoke, please do not smoke in a room or rooms where our staff are carrying out work or visiting.

What we expect from our Customers

- > Our employees are here to help you. We will try to sort out any concerns or problems you may have.
- > We will not accept any aggressive, violent or offensive behaviour.
- > We will take action against anyone who displays antisocial behaviour and will take legal action if we need to.
- > Try to be at all appointments on time. This helps us to keep appointments with other customers.



“My standard of living has really improved since having the work done.”

IMPORTANT - Staying Safe

It is essential that all work in and around your home is carried out in a safe way.



- > Please make sure you tell your customer liaison officer about any health or medical problems that the work might affect.
- > Make sure you have a clear understanding of the work that will be carried out in your home.
- > We will keep all tools and equipment strictly under control. However, it will help if you prevent children or pets wandering into the work area.
- > While we are working in your home, there will be a certain amount of materials stored around the work area. You must not touch these unless we tell you otherwise.
- > Depending on the work to be carried out, there may be some noise and dust. If this is the case, you should keep doors closed to those work areas.
- > We will use dustsheets, where we can, but you must help to protect your furniture.
- > We will use protective floor covering (where appropriate) to protect your carpets.
- > We will remove all rubbish from your home at the end of every working day.
- > We will not leave tools or materials in your property overnight.
- > You should let any visitors to your home know about the work being carried out and prevent them from wandering into the work area.
- > If we need to put up scaffolding, in the interest of health and safety please prevent children from playing on or around the scaffold. (We will only keep scaffolding up for as long as it is needed).
- > To help us put up and take down scaffolding please do not park vehicles in your drive during this time.



Decorating procedure

If the work has damaged your existing decoration, we will redecorate for tenants with disabilities or those who are pensioners. If you are not eligible but your decor has been damaged, we will give you decorating vouchers as a contribution towards the redecoration.

- > If you are eligible, we will ask you which two rooms you want to have decorated.
- > We class your hall, stairs and landing as one room.
- > We will offer you a range of wallpapers and paint colours to choose from.

“My standard of living has really improved since having the work done.”



Decorating procedure



Always check identification before you let anyone into your home.

Roofing

Repairs and associated work are shown in the Outside refurbishment leaflet. The type of roofing work to be carried out at your home if you need full roofing is shown by a tick in the relevant box

Stripping pitched roofs, tiles or slate and reroofing with the same material including extra loft insulation.

Stripping existing flat-roof material and reroofing with a similar type of material including insulation.

You will need to clear your loft space if the roof is going to be stripped. Minor damage may happen to ceilings during this work but we will repair it once the roof replacement is complete.

Where it applies, your neighbour may need to sign a Party Wall Notice before roof works can be started.

If you have a driveway, please keep this clear of any vehicles during the work.



Roofing



“The workmen and customer liaison staff have been great. They helped us pack our belongings away and take down ornaments so they wouldn't get damaged, and they always cleared up after themselves every night, and the street and neighbourhood was also kept very tidy.”

In the interest of health and safety, please prevent children from playing on or around the scaffold.

Modernising kitchens and bathrooms

If your home needs a new kitchen, at the survey visit a kitchen designer will consult you on your needs and develop a kitchen that you are both happy with.

Refurbishing kitchens and bathrooms which includes stripping out existing fixtures and fittings may include:

- > demolishing walls and chimney breasts;
- > replastering ceilings and walls, including decoration;
- > offering a choice of kitchen units, worktops, wall tiles, floor covering and wall finish colours;
- > receiving a kitchen design to meet your needs taking into account safe layout and existing white goods (such as washing machines, cookers and so on);
- > we will not be able to change details of the layout and colours for the kitchen once they have been signed and agreed.



Modernising kitchens and bathrooms



- > If your home needs improvements to the bathroom, this will include a full or partial bathroom suite including a bath, wash basin and toilet as well as tiling and wall coverings.
- > We will consult you on the colour choices for paints, tiles and wall coverings.
- > We will only replace floor tiling on concrete floors.
- > We will not tile the full bathroom only the areas affected.
- > If your bathroom needs moving to an upstairs bedroom, this will include plastering ceilings and walls, renewing doors and frames, any plumbing needed, including a new bathroom suite and a choice of wall coverings.

We will not visit you every day so please carry on with your daily routine as normal. Contact your customer liaison officer to check any appointments.

Outside refurbishment

Under the Decent Homes programme, we will assess your home inside and outside to make sure that it is in a reasonable state of repair. Improvements outside may include the following.

- > Replacing existing timber or metal windows with PVCu. (We will not replace existing single-glazed PVCu windows.)
- > Due to building regulations, glass fitted to your new PVCu windows will have a slight greyish tint. This is due to the glass being toughened for safety.
- > We will renew or repair outside doors and frames. If we are replacing a front door, you can choose the style, colour or stain (from options we provide).



Outside refurbishment

- > We will repair roofs, including chimneys.
- > We will renew or repair guttering, downpipes and soil and vent pipes.
- > We will repair rendering (wall coating) if necessary and repoint the brickwork.
- > We will renew or repair fascias, bargeboards and soffits.
- > We will renew or repair front paths, side gates and fencing, which includes the first 6 feet between properties.
- > We will repair or renew canopies or porches (if this applies).
- > We will decorate the outside of your property under a separate painting programme.



Always ask to see identification before you let anyone into your home.

Central Heating

We will install a highly efficient gas central-heating system, using the latest design technology available. This will give you an even level of warmth throughout your property.

This means:

- > Your system will have the most up-to-date combination or system (fan flued, condensing or wall-mounted) type of gas boiler.
- > The choice of boiler is based on your property and how many people live there. (We will discuss this with you when we survey your property.)
- > A combination boiler does not need a hot-and-cold water tank. This is because your hot water will be supplied direct as you need it, using the boiler.
- > A system boiler still needs hot-and-cold water tanks. The new hot-water tank will be foam-insulated, highly efficient, and will heat 80 litres of water from cold in 15 minutes.



- > The chosen boiler will be controlled automatically using the latest electronic programme or thermostat that can be programmed to your needs at several different times of the day.

Central Heating

- > We will install radiators in each room, if appropriate, and they will be of a size designed to heat that room economically. They will be fitted with thermostatic radiator valves so you can control the temperature in each room.
- > The combination boiler heats the water as you need it. The system boiler allows you to have heating only, hot water only or both at the same time.
- > Your new central-heating system will be designed to give you a system that will be affordable to run and also reduce carbon dioxide (CO₂) emissions into the atmosphere.
- > We will service your central-heating system each year to make sure it is reliable and efficient. It will be covered by our 24-hour, 365-day call-out service, in case it breaks down.
- > Boilers are replaced when 15 years or older, in any case the condition of your existing system will be considered.



Due to the nature of the work you will not need to have workers in your home every day.

Electrical rewiring

Your home may need to be rewired or your wiring may need upgrading. If your home needs this work but you refuse it no other internal work can be carried out. In these cases an electrical test will be needed to assess the state of your current electrics.

> We will install new wiring to current electrical regulations using competent and qualified electricians, and will include the latest electrical accessories, switches, sockets, lighting points and so on.

> If your home needs to be rewired, this will involve removing all the existing wiring, lighting points, switches and socket outlets.

> It may be necessary to remove carpets and laminate flooring to get to pipes. If this is the case, it is your responsibility. However, we will give you help if you need it.

> The new electrical system will be protected by miniature circuit breakers. This means you will not need to replace blown fuse wire as you can reset the circuit breaker



(once the fault is sorted out), by switching it back on.

> The new electrical system will include a smoke detector (wired to the mains) on the landing, in the hall (hall only in flats) or in the lounge.

> After the rewiring, the consumer unit may pick up faults in your existing appliances, causing the electrics to trip. You need to make sure your appliances are efficient and are in good condition and replace them if faulty.

> We will fit extraction fans, if we feel it necessary, in the bathroom and kitchen to reduce humidity levels and so prevent the possibility of any build-up of moisture vapour.

Electrical rewiring



We will provide two energy-efficient light fittings – a fluorescent fitting in the bathroom and one in the kitchen.

We will consult you and offer you the choice, if possible, on some areas of electrical work. There are two methods of rewiring – flush or surface-mounted.

Flush rewiring

We will channel all wiring into the walls add a steel cap and plaster over it. Unfortunately this will cause unavoidable damage to your existing décor. You will need to sign a disclaimer for this method of wiring, as we will not be able to carry out any redecoration once the work has finished (unless you are a pensioner or have a disability).

Surface wiring

We will place all wiring in white plastic casing fixed direct to the walls. There will be no damage to the décor, unless this cannot be avoided because of the structural layout of your property.

We may need to lift carpets and floorboards and we may need access to the loft. In this case, you will need to move your belongings for easy access.

Due to the nature of the work you will not need to have workers in your home every day.

Your responsibilities

Although we take every effort to protect your home and your belongings, you have certain responsibilities and we will not be responsible for damage caused if you have not taken our advice.

While we use dustsheets in each property, you must make sure that you securely store electrical equipment (TV, stereo, DVD and so on) during the work.

You must disconnect and move any alarms or sensors inside the property before the work begins as any damage may not be covered by your insurance.

You must move white goods (fridge, washing machines and so on) and furniture before the work is carried out. If you cannot do this, ask the customer liaison officer to move them for you. However, we cannot be responsible for any damage caused because of the age and condition of some items.



Your responsibilities



Although we do everything possible to avoid it, the carpets may not go back in their original state, which is due to the age and condition of the carpets.

We may need you to remove and replace carpets and laminate flooring to get to work areas. If this is the case, it is your responsibility. However, we can help if you ask, but we will not be responsible for any damage caused.

During kitchen and bathroom improvements we cannot be held

responsible for any unavoidable damage to existing showers or to range cookers.

If your home is being rewired, you must make sure that your household appliances work effectively and correctly. If they do not, you need to replace them if they are faulty as the consumer unit may pick up faults in the appliances, causing the electrics to trip. If this happens you will need to reset the consumer unit, ask your customer liaison officer if you are unsure about how to do this.

If you have any questions or worries, please contact your customer liaison officer.
