



Customer Information

You will be left with an information pack containing useful information on the proposed improvement work, contact details for the Customer Liaison Officer and the out of hours emergency number.

Before works starts, you will be sent 21 day and 7 day letters informing you of start dates.

The Customer Liaison Officer will keep you informed of proposed works and liaise with you before, during and after the work.



Your support is appreciated

It is important that you allow us access to carry out all the improvement works necessary and whilst we understand that improvement works can be disruptive and sometimes inconvenient, upon completion you will benefit from modern facilities, greater comfort and possibly reduced heating bills.

Frequently asked questions

Q Do I need to stay in every day during the works?

A Due to the nature of the works you will not be visited every day so please go about your daily routine as normal. If in doubt contact your CLO.

Q Will there be much mess?

A This will depend on the type of work being carried out, but in some cases it is unavoidable. Work areas will be tidied and cleaned up after each day.

Q Will I still have a kitchen to cook in?

A You will be left with cooking, washing and toilet facilities at the end of every working day.

Q What if I need help packing and moving my things?

A Please speak to your CLO about additional help.

Q Will I be shown how to use new systems?

A Once all the work is complete, you will be given a demonstration on any new systems and left with user instructions.

Q How will my carpets be protected?

A We will protect your furniture and carpets using protective flooring and dustsheets.

Q What if I have problems out of hours or during weekends?

A Your CLO will leave you with an emergency out of hours number.

Q What if I'm not in when someone visits to carry out work?

A You will be given prior notice about who to expect and when but should they not find you in, you will be left with a calling card.

Q What if I've booked holidays or have appointments?

A Please let your CLO know as soon as you can so that work can be planned around these dates and times.

Q Who do I contact if I have any problems?

A Your CLO will leave you with contact numbers should you experience a problem or need to ask any questions.

General Contact Numbers

Once the works have started to your home your Customer Liaison Officer will be your first point of contact and they will leave you with contact numbers for themselves and the out of hours emergency service.

For any other information about the 5-year Decent Homes Investment Programme please :

For Oldbury or Rowley: 0121 569 6000

For Smethwick or West Bromwich: 0121 569 6000

For Tipton or Wednesbury: 0121 569 6000

Sandwell Homes Investment Directorate
Church House
5-14 South Road
Smethwick

West Midlands, B67 7BN

www.sandwellhomes.org.uk



Decent Homes, Decent Living in Sandwell



هوانيات الاستقبال المخصصة للمناطق لتحويل نظام الاستقبال الجديد
في Sandwell Homes

স্যান্ডওয়েল হোমস এ কমিউনিটির এরিয়ালগুলির
আনালগ থেকে ডিজিটাল-এ পরিবর্তন

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نانتنگلی هاونبشی ساندویل هومز
(Sandwell Homes) نانتنگلی بۆ دیجیتال

ਸੈਂਡਵੈਲ ਹੋਮਸ ਤਬਦੀਲੀ ਵਾਲੇ ਡਾਈਜੀਟਲ ਏਰੀਅਲ

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Guryaha Sandwell

سینڈویل ہومز مشترکہ ایریل سونچ اوور

*Demonstrating our commitment
to the social housing sector*

