



Check out the modernisation dates for your home, in the brochure, and make a note in your diary.



Derwentside Homes

Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE.

Customer Services:

08458 505 600

or freephone:

0800 783 9295

Website:

www.derwentsidehomes.co.uk

Email:

customer.services@derwentsidehomes.co.uk



Modernising Your Home
Capital Works Programme 2010-2013



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Contents

Service Standard	4-5
Introduction	6
Communication with You	8-9
Derwentside Homes Code of Conduct	10-11
General Safety Issues	12
Improvement Work	14-15
Contact Details	16
Capital Works Programme	18-26
Frequently Asked Questions	28-29



Service Standard

Derwentside Homes Development and Asset Management

Derwentside Homes is committed to providing affordable, attractive homes in strong, safe communities where everyone is valued. We will do this by maintaining and investing in our existing homes and providing new homes efficiently. We will create places where people want to live, at a cost which both they and the business can afford. In order to achieve this we need to understand the changing needs of our customers, to know who our future customers will be and what they will want, identifying where these needs are no longer met by our existing stock and services, and planning to achieve their preferences and expectations.

This service standard explains the level of service you can expect when we are working in and around your home.

Prior to work commencing:-

- We will publish the Capital Programme detailing a minimum of three years of the planned works.
- We will notify you of the planned commencement date of the works to your home at least seven weeks prior to commencement. As a minimum we will then contact you again to confirm the commencement date two weeks prior and 24 hours prior to the works commencing.
- Your home will be surveyed to check the condition of elements and the work planned confirmed to you.
- Wherever practicable there will be an open day where you will be able to discuss the works, view samples of products and make your choices. Where an open day cannot be held this will be carried out by a personal visit to your home.

- You will be given the opportunity at either the home visit or open day to provide the contractors representative with individual information that will help us to help you. This information will be treated as confidential and used to tailor our service to your specific needs.

During the works:-

- You will be given contact numbers of the site team and also advice regarding your own health and safety.
- We will help to move your furniture if you are elderly or disabled with no able bodied person over the age of 18 able to assist you.
- The site teams will ensure that the works in and around your home run smoothly; they will involve you in the planning of the works; they will give you prior notice of when people will be working in and around your home.
- Unless previously agreed with you, site teams will only work in your home on a Monday to Friday from 8.00am until approximately 4.30pm.
- You will never be left without running water, toilets or heating overnight.
- All members of the site team who visit your home will carry identification and wear clearly labelled clothing identifying their company.

On completion of the works

- Where relevant, you will be given a demonstration and instructions on how to use all items installed.
- You will be given a tenants satisfaction questionnaire to complete and return.

We will monitor this by:-

- Carrying out satisfaction surveys.
- Carrying out site inspections to quality check a percentage of the work before it is signed off.
- Holding regular meetings with our partners to monitor their performance.
- Reviewing annually our service standards with our residents.
- Carrying out reality checks with our customer panels.
- Analysing customer feedback, compliments, complaints and satisfaction surveys to introduce and review actions.

We will respond to the changing needs of our customers by:

- Regular consultation with our customer panels and tenants.
- Reviewing our specifications with our existing and potential customers to identify and plan for their changing needs.
- To review and update our service in consultation with our tenants in line with best practice and changing technologies.



Introduction

As part of the transfer agreement, Derwentside Homes is continuing with its programme of investing over £117 million into modernising its homes by 2018. The purpose of this booklet is to list the properties that are to have work carried out between April 2010 and March 2013.

Our aim is to provide you with a modern, up-to-date home that far exceeds the governments Decent Homes Standard. We aim to do this by providing an excellent quality service to all our customers, ensuring that both they and their homes are treated with respect and courtesy.

Contact Details

Customer Services: **08458 505 600**
or freephone: **0800 783 9295**
Website: **www.derwentsidehomes.co.uk**
Email: **customer.services@derwentsidehomes.co.uk**



Communication with You

If your home is scheduled to have improvement work carried out you will be contacted by the site team either by letter, personal visit or both to give you approximately seven weeks notice prior to the works being carried out. This notice period may need to be varied to suit difficulties with access that occur within the programme, but only if it is agreed by you.

Prior to starting works a member of the site team will visit your home to:

- identify all of the work required
- verify that our records are correct
- correct any errors in our data and confirm that the improvement work listed in the notice letter are correct

This may mean that in some homes we may do less or more work than listed in the letter, but we will keep you informed of any changes to the planned improvements.

The site team visits and the open days will give you the opportunity to discuss the improvements and get answers to any queries you may have. A member of the team will also complete a resident profile sheet with you that will help us to determine if you have any special circumstances we need to consider. All of the information you provide will be treated as confidential and used to tailor our services to your circumstances.

Prior to the improvement work we will:

- List the improvements we believe to be required in your home;

- Refer you to the Capital Improvement brochure and DVD which details what you need to do before the work begins;
- List the contact numbers of the site team;
- Give details of any proposed tenants open day or home visit to discuss the improvement work, view samples of products and make colour choices where applicable; and
- Qualify that any improvement work listed are subject to verification by a site survey;
- Confirm the improvement work to be carried out following survey.

Throughout the improvement work we will have a team of people working on site and in your home. The site team is there to ensure that:-

- the improvements work in and around your home run smoothly;
- they involve you in the planning of the improvement work to your home;
- they keep you informed about the programme and give you prior notice of when people will be working in and around your home;
- they respond speedily to any queries you may have.

Health & Safety issues are very important to us and all work undertaken will be carried out in a safe and responsible way at all times.

Whilst every effort will be made to reduce any hazards, we need your co-operation to ensure that



“We will create places where people want to live”

no harm comes to anyone in and around the work or any visitors to your home.

To provide you with a modern, up-to-date home, we need to do a lot of work and inevitably this will cause you some disruption. We can not say there will be no dust or that there will be no noise because there will be. You will be disrupted, but we will keep this disturbance to a minimum.

At the end of each working day the contractor will tidy up as best as possible, and inform you what's happening on the following day. However, dust will continue to settle over the days following the completion of the works to your home.

For their safety please keep children and pets out of the way as much as possible and keep children off scaffolding. Remember, paint takes time to dry and to keep away from newly painted surfaces.

If at any stage during the work you are unsure about anything please get in touch with the site team. It's easier to solve problems as we go along rather than have to come back later when everything is completed.

The initial stages are the worst in terms of noise, dust and general upheaval, but we believe you will find that the outcome is worth the disruption.

All information relating to the improvement works, your health and safety, and what you can expect is contained in the capital programme DVD and leaflet that will be given to you before works commence in your home.

Derwentside Homes Code of Conduct

Everyone working in your home will work to the Derwentside Homes Code of Conduct. Amongst other things this requires that our representatives and members of the site teams:

- do not smoke in your property;
- do not use foul or abusive language;
- are polite and courteous at all times;
- respect your home and your property.

We request that while our representatives and site teams are in your home that:

- you do not smoke in areas where they are likely to be working;
- you (or anyone living with you, visiting you, including your children) do not threaten, shout, swear or act in an aggressive or anti-social manner towards any of our representatives or site teams;
- you keep all pets away from the areas of work and where possible lock them away safely.

Remedial work

If you believe that some of the improvements aren't finished please contact us on 01207 524257 or 01207 524258, and we will arrange for somebody to contact you to discuss any issues you may have.

12 Months Defects

Approximately 12 months after completing the works we will contact you to make sure that there are no issues with the improvements carried out.

We will ask you to contact us and tell us if there are any problems with the work. In the meantime please contact us on 01207 524257 or 01207 524258.

Disturbance Payments and Decoration Allowance

Dependant on the works being carried out in your home you may be entitled to a disturbance payment, decoration vouchers, or decoration in lieu of the vouchers. The criteria and eligibility will be fully explained to you by the Tenant Liaison Officer and any payments to you will be made once the work is complete.

Tell us what you think

After all of your work has finished you'll receive our customer satisfaction survey in the post. This will allow you to:

- tell us your views on the works;
- set out your views on the site team;
- notify us about any outstanding items;
- let us know what you think of us, what we do well, and where we need to improve.

This information is analysed on a weekly basis to monitor and improve the service provided. It will help us to help you in the future so please do take the time to fill it in.



“Every member of the site team visiting your property will carry identification”

General Safety Issues

Our contractors normally work on a Monday-to-Friday basis, and the usual hours are from 8.00am in the morning until approximately 4.30pm in the afternoon. Under normal circumstances we will not carry out any improvements on a weekend, unless this is deemed necessary. We will notify you in advance of this being required.

Whilst working in your home we will ensure that your property and belongings are treated with respect. A certain amount of dust and noise cannot be avoided, but we will use dustsheets where necessary. We will keep disturbance to a minimum and will tidy work areas on completion of the improvements.

In your own interests, please keep small or valuable items in a safe place to avoid accidental damage. Please remove any pictures or ornaments from the room where the improvement work is being carried out. The site manager will visit your home and advise where you need to move your furniture.

We'll try to tell you exactly when we will be arriving to work on your home, but the nature of the improvement works is that on certain days the contractors will be at your property and on other days they won't. For example, plaster may be drying or cement could be setting. Where the contractor is working in your home it is best if you stay out of the rooms they are working in. If you do need access just ask, the contractor will be happy to get you safe access. This is for your own safety and well-being.



“If in any doubt contact the site manager or your Tenant Liaison Officer (TLO)”

Improvement Work

This booklet lists the improvement work planned over the next three years:

2010/2011 - from 1st April 2010 until 31st March 2011

2011/2012 - from 1st April 2011 until 31st March 2012

2012/2013 - from 1st April 2012 until 31st March 2013

We cannot give you accurate dates at this time when we expect the improvement work to commence in each street, but this will be confirmed closer to the time and we will give you at least seven weeks notice to allow you to prepare, unless previously agreed by you.

As with all works we plan to carry out any improvement work is subject to a survey of each individual property confirming that the work is required.

The following identifies what will be done for each type of improvement work undertaken:-

Kitchen and Bathroom

Your Kitchen units will be replaced with modern ones. You will be given a selection of handles, worktop and unit colours;

We will install a new kitchen sink with lever taps;

We will allow space in your kitchen for any of your white goods and ensure that there are water and waste connections for your washing machine;

We will lay slip resistant vinyl flooring to the kitchen area;



“For safety please keep children and pets out of the way as much as possible”

We will emulsion your walls and ceilings;

We will renew all of the electrics in the kitchen.

Your bath, toilet and wash hand basin will be replaced with modern fittings;

We will install anti scald bath/shower taps with a shower, soap dish and vertical rail;

We will lay slip resistant vinyl flooring to the bathroom area;

We will tile full height around three sides of the bath (where possible) and half height behind the toilet and wash hand basin;

We will emulsion the remaining walls and paint the ceiling;

We will renew the electric light and switch.

Doors and Windows

Your front and back doors and all windows will be renewed with modern double glazed high security units.

Full Central Heating

Your boiler will be replaced with a modern high energy efficient model;

All of the radiators and all of the pipe work to them will be renewed.

If you have an existing back boiler this will be removed and you will be offered a choice of hearth, surround and electric focal fire

Boiler Only Upgrade

Your boiler only will be renewed and pipe work to it will be altered.

If you have an existing back boiler this will be removed and you will be offered a choice of hearth, surround and electric focal fire.

The new wall mounted boiler will be placed in the kitchen (where possible) on an external wall.

In some cases we might have to replace the pipe work to the radiators.

Rewiring

The whole of your house will completely be rewired.

Some areas such as kitchens and bathrooms that have been upgraded on a previous programme might not need the rewiring done to them

All of the above work is subject to survey. In some cases some or all of the work will not be required.

Address Lists

We currently have approximately 300 rows of street names in alphabetical order. The five types of work are detailed in the columns at the top of the chart.



Contact Details

The site teams will provide you with the telephone numbers to contact in case of emergencies. These numbers will include contact numbers for their tenant liaison officers, site managers, local office, main office and out of hours emergency telephone numbers.

If for any reason you are unable to make contact on these numbers, please call the numbers below:

Derwentside Homes Customer Services on 08458 505 600 between 8.30am and 5.00pm Monday to Friday

or in an emergency or out of hours call 0800 783 9295

Contact details

Please fill in your contractors contact details.

Tenant Liaison Officer (TLO)

Site Manager

Head Office

Emergency Out of Hours

“Everyone working in your home will work to the Derwentside Homes Code of Conduct”



Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Acton Dene (Traditional)	East Stanley		2010/2011			2010/2011
Acton Dene (Non Trads)	East Stanley		2010/2011			2010/2011
Aged Miners Homes	Craghead	2011/2012				
Aidan Close	East Stanley			2010/2011		
Albert Road	Consett	2010/2011				
Alder Crescent	Tantobie		2011/2012			
Alder Grove	Leadgate	2011/2012				
Allison Gardens	Consett	2010/2011				
Annfield Place	Catchgate		2011/2012			
Arnold Close	Stanley	2011/2012				
Ash Terrace (Non Trads)	Catchgate	2010/2011	2010/2011			
Ashby Crescent (Traditional)	Blackhill		2011/2012			
Ashby Crescent (Non Trads)	Blackhill		2010/2011			
Ashfield	Shotley Bridge		2010/2011			
Backstone Road (Traditional)	Bridgehill	2010/2011	2011/2012	2010/2011		2010/2011
Backstone Road (Non Trads)	Bridgehill	2010/2011	2010/2011	2010/2011		2010/2011
Balfour Gardens	Consett	2010/2011				
Batey Street	Catchgate	2010/2011	2011/2012			
Bede Close	East Stanley				2011/2012	
Beech Grove	Burnhope				2011/2012	
Beech Road	Leadgate	2011/2012			2011/2012	
Beech Terrace (Non Trads)	Catchgate		2010/2011			
Beech Terrace	Burnopfield	2011/2012				
Beechdale Road	Consett	2010/2011				
Bethany Gardens	Catchgate		2011/2012			
Betjeman Close	East Stanley				2012/2013	
Birch Crescent (Traditional)	Burnopfield	2012/2013	2010/2011	2010/2011		
Birch Crescent (Non Trads)	Burnopfield	2012/2013		2010/2011		
Bracken Close	Stanley		2011/2012			

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Braeside	Burnhope		2011/2012		2012/2013	2010/2011
Briardale	Delves Lane	2010/2011			2011/2012	
Briardene	Esh Winning		2011/2012			
Bright Street	Consett		2011/2012			
Briton Terrace	Consett	2010/2011				
Britten Close	South Stanley	2011/2012				
Brooke Close	Stanley	2012/2013				
Browney Court	Langley Park		2011/2012			
Browning Close	East Stanley				2011/2012	
Burnhopeside Avenue	Lanchester	2011/2012				
Burnside	Esh Winning		2011/2012			
Byron Close	Stanley	2011/2012			2011/2012	
Castle View	Esh Winning	2012/2013				
Causey View (Non Trads)	East Stanley		2010/2011			2010/2011
Cedar Crescent	Burnopfield		2012/2013			
Cedar Gardens	The Grove		2011/2012			
Chartwell Place	Consett	2010/2011	2011/2012			
Cherry Cottages	Tantobie		2011/2012			
Chester Road Estate	East Stanley		2010/2011			
Cheviot Terrace	South Stanley		2011/2012			
Chiltern Gardens	South Stanley		2011/2012			
Church Street	Langley Park	2010/2011		2010/2011		
Church View	Consett		2012/2013			
Cleveland Terrace	South Stanley		2012/2013			
Cliffords Gate	Esh Winning	2012/2013				
Clowes Walk	East Stanley		2010/2011			
Coquet Gardens (Non Trads)	South Stanley		2010/2011			
Cotswold Terrace	South Stanley		2012/2013			
Cragside Court	Annfield Plain	2010/2011				

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Cutlers Avenue	Shotley Bridge		2010/2011			
Dale Street	Langley Park	2011/2012				
D'Arcy Street	Langley Park	2010/2011		2010/2011		
Dene View (Traditional)	East Stanley		2010/2011			2010/2011
Dene View (Non Trads)	East Stanley		2010/2011			2010/2011
Deneburn Terrace	The Grove	2011/2012	2011/2012			
Derby Drive	Moorside	2012/2013				
Derwent Dale	Shotley Bridge		2012/2013			
Dorset Crescent (Traditional)	Moorside	2012/2013				
Dorset Crescent (Non Trads)	Moorside	2010/2011		2010/2011		2010/2011
Dunelm Road (Traditional)	Moorside	2012/2013				
Dunelm Road (Non Trads)	Moorside	2010/2011	2010/2011	2010/2011		2010/2011
Durham Road	Leadgate	2011/2012				
Earl Street	Catchgate		2011/2012			
East Street	East Stanley				2011/2012	
Eastern Avenue	Langley Park	2011/2012				
Elm Terrace	Leadgate	2011/2012				
Elm Terrace	Catchgate	2010/2011	2010/2011			
Elmdale Road	Consett	2010/2011				
Engels Terrace	South Stanley	2012/2013				
Esh Hillside	Langley Park	2012/2013		2010/2011		
Essex Avenue	Moorside	2012/2013				
Evansleigh Road	The Grove		2011/2012			
Ewehurst Road	Dipton	2011/2012			2011/2012	
Fair View	Burnhope				2011/2012	
Fern Terrace	Tantobie		2011/2012			
Fir Terrace	Crookgate, Burnopfield		2011/2012			
Fire Station Cottages	Stanley		2012/2013			
Friars Row	Burnopfield		2010/2011			

All work is subject to survey and subject to change

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Front Street	Tanfield Lea				2010/2011	
Garden Close	Consett		2012/2013			
Garden Terrace	Leadgate	2011/2012				
Garden Terrace	Craghead	2011/2012				
Gillside View (Traditional)	Bridgehill	2010/2011	2011/2012	2010/2011		2010/2011
Gillside View (Non Trads)	Bridgehill	2010/2011	2010/2011	2010/2011		2010/2011
Gladstone Gardens	Consett	2010/2011				
Glebeside	Satley		2011/2012			
Golden Acre	Shotley Bridge		2012/2013			
Grampian Court	Annfield Plain	2010/2011				
Gray Street	Consett	2010/2011				
Greenlands	South Moor		2012/2013			
Greenwood Avenue	Burnhope				2011/2012	
Harelaw Gardens	Harelaw	2010/2011	2010/2011			
Harperley Gardens (Non Trads)	Catchgate	2010/2011	2010/2011	2010/2011		2010/2011
Hawthorne Cottages	Blackhill		2012/2013			
Hazel Grove	Burnopfield	2011/2012				
Heather Way	Stanley	2011/2012	2010/2011			
Hellvellyn Court	Annfield Plain	2010/2011				
Hilda Street	Catchgate	2010/2011	2011/2012			
Hillcrest	Burnhope	2011/2012	2012/2013			
Hilltop View	Langley Park	2010/2011				
Holly Gardens	The Grove		2012/2013			
Holly Terrace	Catchgate	2010/2011	2010/2011			
Hollyhill Gardens	South Stanley		2011/2012			
Hollyhill Gardens East	South Stanley	2012/2013	2011/2012			
Hollyhill Gardens West	South Stanley	2012/2013	2011/2012	2010/2011		
Holmlea	Burnhope				2012/2013	2010/2011
Holmside Avenue	Lanchester	2011/2012				

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Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Ivy Place	Tantobie	2012/2013	2011/2012			
Joicey Gardens	Stanley		2012/2013			
Joicey Terrace	Tanfield Lea				2011/2012	
Kelvin Gardens	Consett	2010/2011				
Kent Road (Non Trads)	Moorside	2010/2011	2010/2011	2010/2011		2010/2011
King Terrace	South Moor		2010/2011			
Kingsley Close	East Stanley	2011/2012			2011/2012	
Kipling Close	Stanley				2010/2011	
Kirkfield Gardens	Catchgate	2010/2011	2010/2011	2010/2011		2010/2011
Laburnum Terrace (Non Trads)	Catchgate		2010/2011			
Lambton Gardens	Burnopfield		2010/2011			
Lambton Street	Langley Park	2010/2011		2010/2011		
Langdon Gardens (Non Trads)	Catchgate	2010/2011	2010/2011	2010/2011		2010/2011
Langley Avenue	Burnhope		2012/2013			
Laurel Drive	Leadgate	2011/2012				
Laurel Terrace	Burnopfield		2010/2011			
Lilac Crescent	Burnopfield		2012/2013			
Lilac Place	Leadgate	2011/2012				
Lilac Terrace (Non Trads)	Catchgate	2010/2011	2010/2011			
Lily Gardens	Dipton			2010/2011		2010/2011
Lumley Gardens	Burnopfield		2010/2011			
Malvern Terrace	South Stanley		2012/2013			
Mandela Close	Oxhill		2012/2013			
Maple Grove	South Moor		2012/2013			
Maple Terrace (Non Trads)	Catchgate	2010/2011	2010/2011			
Maple Terrace	Burnopfield		2010/2011		2012/2013	
Martha Street	Tantobie		2012/2013			
Meadowfield	Burnhope		2012/2013			
Medway Gardens (Trads)	South Stanley	2012/2013		2010/2011		

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Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Medway Gardens (Non Trads)	South Stanley	2012/2013	2010/2011	2010/2011		
Meldon Way	New Kyo		2012/2013			
Mendip Terrace (Non Trads)	South Stanley		2010/2011			
Milton Close	East Stanley		2010/2011			
Moorlands (Traditional)	Blackhill		2010/2011			
Moorlands (Non Trads)	Blackhill		2010/2011			
Morley Gardens	Consett	2010/2011				
Mount Pleasant	Burnhope		2012/2013			
Myrtle Grove	Burnopfield		2012/2013			
Newlands	Blackhill		2010/2011			
Norman Terrace	Consett	2010/2011				
North Leigh	Tanfield Lea		2012/2013		2010/2011	
Northumbria Place	East Stanley				2011/2012	
Oak Terrace (Non Trads)	Catchgate		2010/2011			
Orwell Gardens (Non Trads)	South Stanley		2010/2011	2010/2011		2010/2011
Oxford Street	Catchgate		2012/2013		2010/2011	
Palm Terrace	Tantobie		2012/2013			
Park Avenue	Consett	2010/2011				
Park Close	Langley Park	2010/2011		2010/2011		
Park Drive	Langley Park	2010/2011		2010/2011		
Park View	Burnopfield		2012/2013			
Park Villas	Dipton	2011/2012				
Parkside	Tanfield Lea				2010/2011	
Pemberton Avenue	The Grove		2011/2012			
Pemberton Road	Blackhill		2010/2011			
Pennine Court	Annfield Plain	2010/2011				
Pentlands Terrace	South Stanley	2011/2012	2012/2013			
Percy Gardens	Delves Lane	2012/2013				
Pine Avenue	Burnopfield		2010/2011			

All work is subject to survey and subject to change

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Pine View	South Moor		2012/2013			
Pleasant View	Bridgehill	2010/2011		2010/2011		2010/2011
Pleasant View	Burnhope	2012/2013	2012/2013			
Pont Road	Leadgate	2011/2012				
Poplar Avenue	Burnopfield		2010/2011			
Poplar Grove	Dipton			2010/2011		
Priestfield Gardens	Burnopfield	2012/2013				
Princess Avenue (Traditional)	Blackhill	2012/2013	2011/2012			
Princess Avenue (Non Trads)	Blackhill	2012/2013	2010/2011			
Railway Gardens	Annfield Plain	2011/2012		2010/2011		
Railway Street	Leadgate	2011/2012				
Redwood Court	Blackhill		2012/2013			
Regent Street	Catchgate		2012/2013			
Reynolds Close	Stanley				2012/2013	
Ritsons Road	Blackhill		2011/2012			
Riverside	Shotley Bridge		2012/2013			
Rogerley Terrace	Catchgate	2010/2011	2010/2011	2010/2011		2010/2011
Rosedale Avenue (Traditional)	Blackhill	2011/2012	2011/2012			
Rosedale Avenue (Non Trads)	Blackhill	2011/2012	2010/2011			
Rowley Link	Esh Winning	2011/2012				
Ruskin Close	East Stanley				2012/2013	
Saxon Terrace	Consett	2010/2011				
Scafell Court	Annfield Plain	2010/2011				
Selby Gardens	The Grove		2011/2012			
Severn Crescent (Non Trads)	South Stanley		2010/2011			2010/2011
Shakespeare Close	East Stanley				2012/2013	
Sherburn Terrace	Consett	2010/2011				
Sherburn Villas	Consett		2012/2013			
Shield Row Gardens	Stanley				2012/2013	

All work is subject to survey and subject to change

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Shotley Station	Shotley Bridge		2012/2013			
Skiddaw Court	Annfield Plain	2010/2011				
Snowdon Court	Annfield Plain	2010/2011				
South Cross Street	Leadgate	2011/2012				
South Leigh	Tanfield Lea				2010/2011	
South Meadows	Dipton				2011/2012	
South View	Burnhope		2012/2013			
Springwell Avenue	Langley Park	2010/2011		2010/2011		
St Marys Close	Blackhill	2011/2012				
Steel Street	Consett	2010/2011				
Stratford Gardens	Consett	2010/2011				
Sunningdale	Delves Lane				2012/2013	
Surrey Crescent (Non Trads)	Moorside	2010/2011		2010/2011		2010/2011
Surrey Crescent (Traditional)	Moorside	2012/2013				
Surtees Place (Non Trads)	Blackhill		2010/2011			
Swan Street	Catchgate	2010/2011	2011/2012			
Taylor Street	Catchgate		2011/2012			
Taylors Terrace	The Grove		2011/2012			
Tees Crescent	South Stanley	2011/2012	2011/2012		2011/2012	
The Bye	The Grove		2011/2012			
The Crescent	Consett	2010/2011	2012/2013			
The Crescent	Shotley Bridge		2012/2013			
The Gables	Burnhope		2012/2013			
The Grove	Burnhope		2012/2013			
The Haven	Burnhope	2011/2012	2012/2013		2012/2013	
The Promenade	Consett	2010/2011	2012/2013			
Thornfield Road	The Grove		2011/2012		2012/2013	
Thorn tree Terrace (Traditional)	East Stanley		2010/2011			

All work is subject to survey and subject to change

Capital Programme 2010-2013		Kitchen and Bathroom	Doors and Windows	Full Central Heating	Boiler Only Upgrade	Full Rewire
Street	Area					
Thorn tree Terrace (Non Trads)	East Stanley		2010/2011			
Trowsdale Street	Catchgate	2010/2011	2012/2013			
Tyne Road East	South Stanley	2012/2013				
Unsworth Gardens	Consett	2010/2011				
Vale View	Burnhope		2012/2013		2012/2013	
Valley Gardens	Bridgehill		2010/2011			
Valley Garth	Esh Winning				2011/2012	
Valley View	Bridgehill	2010/2011	2011/2012	2010/2011		2010/2011
Wansbeck Avenue	South Stanley		2011/2012			
Waveney Gardens (Non Trads)	South Stanley		2010/2011			
Welford Road	The Grove		2011/2012			
Wesley Close	East Stanley		2010/2011			
West Haven	Consett	2010/2011				
Western Hill	Blackhill		2012/2013			
Willow Crescent	Leadgate	2011/2012				
Willow Road	Esh Winning	2011/2012				
Woodlands Road	Shotley Bridge	2011/2012	2011/2012		2011/2012	
Woodside Grove	Tantobie	2011/2012	2012/2013			
York Road (Traditional)	Blackhill		2011/2012			
York Road (Non Trads)	Blackhill		2010/2011			
York Street	Catchgate		2011/2012		2011/2012	

All work is subject to survey and subject to change



Frequently asked questions

Q. What if my home is not on the current capital programme or I want to make a general enquiry about the programme?

A. Derwentside Homes are ahead of programme in delivering the majority of capital programme targets as promised in the first five years of the 'Offer Document'. However all of promises made up to 2018 cannot be completed within the next three

years. If you are not on the current programme and have not already had the work done then this means you have either had the work carried out or will be included in a future programme between 2013 and 2018. If you contact customer services on 08458 505600 we will post out to you a customer query form for you to complete and send back to us in the pre paid envelope.

Q. If I am programmed for a new kitchen and bathroom will I get the option of a wet floor shower instead of a bath?

A. If you are having difficulty using a bath you can contact Derwentside Homes customer services on 08458 505600. They will give you the telephone number of Durham County Council Social Services, who will then arrange to visit you, and ascertain if you are eligible for a wet floor shower. There is no guarantee that you will be referred for one but it will help us to provide a better service to you if we can identify early on as possible if this is required. If you are referred to us by Social Services we will then arrange to carry out the works they recommend. If you are awaiting a referral when we contact you will be given the choice to either have the works carried out separately or wait until the full extent of the works has been confirmed by the Occupational Therapist and have all of the works carried out together.

Q. How is the capital programme prepared?

A. The capital programme is prepared using various criteria including the age and condition of individual elements such as kitchen units, bathroom fittings, doors and windows, the repair history of these elements, liaising with repairs and maintenance inspectors and feedback from tenants. The Capital Investment Customer Panel was involved in setting the criteria and also agreeing the final programme.

Q. Do Derwentside Homes have a good knowledge of their housing stock and what is still required to be done to bring them all up to the Derwentside Homes Standard?

A. Derwentside Homes have already completed a large programme of improvements to bring our housing stock up to the Derwentside Homes Standard. This work has been carefully logged on to our stock condition database. We have also undertaken stock condition surveys of a large proportion of our properties. We are confident that we have reliable information on the majority of our housing stock. It is our intention to commission surveys for the remaining stock to ensure that any future programmes are based on up to date and accurate information.

Q. Will all of the houses on the street be done as part of the capital programme?

A. The capital programme identifies streets where there is work required to some or all of the properties. In a lot of cases some of the houses in these streets will have been modernised when they were empty or done as part of major repair work. Prior to starting work the surveyor will establish if work previously undertaken is up to the current Derwentside Homes Standard. If the work meets the current Derwentside Homes Standard then we will then omit these properties from the programme.

Q. What choices will I get?

A. You will be given a range of choices dependant on the type of work you are having done. These will all be explained to you at the choice event day or offered to you by your Tenant Liaison Officer (TLO) during a home visit.

Q. Should I check anything before the contractor leaves my home?

A. Yes. To avoid any inconvenience while the work is being carried out in your property please carry out the following checks at the end of each working day and before the workmen leave your home to ensure that:

- you have hot and cold water;
- the gas and electricity supplies are on;
- cookers, fridges, freezers, and automatic washers are put back and reconnected;
- windows and doors can be shut and locked.

If any of these are not to your satisfaction please tell the workmen and contact the site manager.

Q. I have received a letter from Derwentside Homes stating that the recent improvement works are now complete, but I still have some work not finished. What should I do?

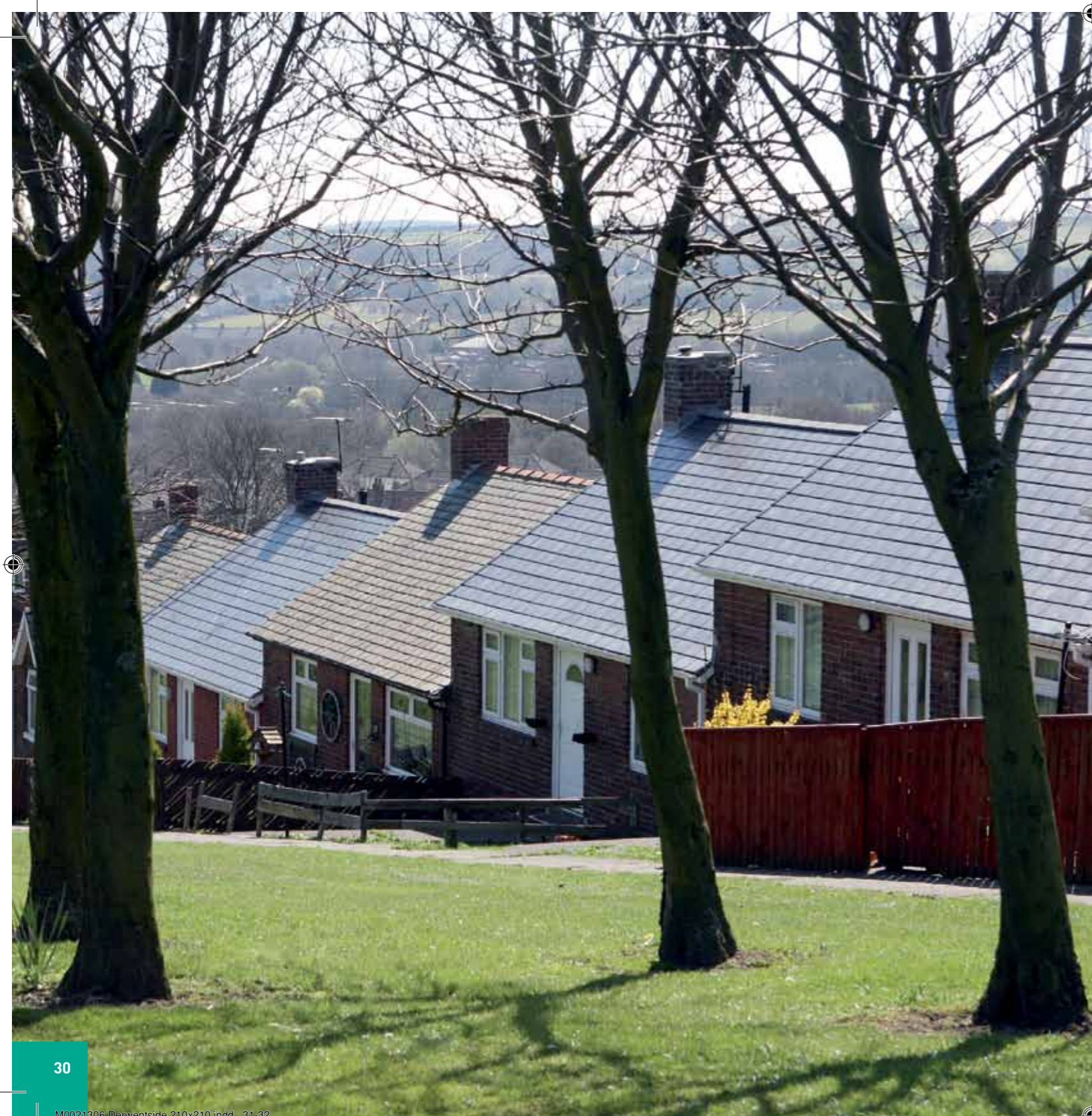
A. You should contact Derwentside Homes on the direct telephone numbers given in the letter. We will then arrange with the contractor to complete any outstanding work.

Q. The work to my home was completed 9 months ago but I have noticed a problem with one of the installed items. What should I do?

A. You can telephone Derwentside Homes on 01207 524257 or 01207 524258 to notify us of any defects. We will also write out to you approximately 12 months after the work is completed asking you to fill in and return a defect inspection form in the pre paid envelope.



You will never be left without running water, toilets or heating overnight.



This is the Derwentside Homes Capital Programme Booklet for 2010-2013. If you require this document in alternative languages or formats such as large print, braille or audiotape/CD please do not hesitate to contact us using the contact details on the back cover of the document.

বাংলা Bengali	এটি 2010 – 2013-এর জন্য ডারওয়েন্টসাইড হোমস্ ক্যাপিটাল প্রোগ্রামের পুস্তিকা। যদি আপনার এই নথিটি অন্য কোন বিকল্প ভাষায় বা ফন্টসাইজ যেমন বড় প্রিন্ট, ব্রেল, বা অডিওটেপ/ সিডিতে প্রয়োজন হয়, অনুগ্রহ করে এই পাতার নীচে লেখা যোগাযোগের বিস্তারিত বিবরণ ব্যবহার করে আমাদের সঙ্গে যোগাযোগ করতে দ্বিধা করবেন না।
中文 Chinese	这是2010至2013年的 Derwentside Homes Capital Programme (Derwentside 房屋资本项目)的手册。如果你需要本文件的采用其它语言或大字印刷、盲文或录音磁带/CD光盘等格式的版本，请使用本页下方的联络方式与我们联系。
हिंदी Hindi	यह वर्ष 2010-2013 के लिए डरवेंटसाइड होम्स कैपिटल प्रोग्राम की पुस्तिका है। यदि आप यह दस्तावेज़ किसी अन्य भाषा या प्रारूप में, जैसे बड़े अक्षरों में प्रिंट, ब्रेल या ऑडियोटेप/सीडी के रूप में, प्राप्त करना चाहते हैं तो कृपया इस पृष्ठ के अंत में दिए गए संपर्क विवरणों के माध्यम से हमसे संपर्क करने में ज़रा भी संकोच न करें।
Magyar Hungarian	Ez a Derwentside Homes 2010-2013. évi tőkeprogram füzete. Ha szeretné megkapni ezt a dokumentumot más nyelven vagy más formátumban, például nagy betűs nyomtatásban, Braille írással vagy hangszalagon/CD-n, kérjük, hívjon bennünket az e lap alján látható kapcsolattartási adatok segítségével.
Latviešu Latvian	Šī ir uzņēmuma <i>Derwentside Homes</i> Galveno programmu brošūra 2010. – 2013. gadiem. Ja jums ir nepieciešams šis dokuments citās valodās vai formātos, piemēram, lielā drukā, neredzīgo rakstā vai audio ierakstā/ CD, lūdzu, nevicinieties un sazinieties ar mums, izmantojot šīs lapas apakšējā daļā norādīto kontaktinformāciju.
Lietuviškai Lithuanian	Tai 2010-2013 m. "Derwentside Homes" turto atnaujinimo programos brošiūra. Jei pageidaujate šį dokumentą gauti kita kalba ar formatu, pavyzdžiui padidintu šriftu, Brailio raštu, įgarsintą kasetėje ar kompaktiniame diske, susisiekite su mumis šio puslapio apačioje nurodytais kontaktais.
Polski Polish	Niniejsza broszura zawiera informacje na temat programu inwestycyjnego Derwentside Homes na lata 2010 – 2013. W celu uzyskania innej wersji tego dokumentu, np. w innych językach, w wersji drukowanej dużą czcionką, alfabetem Braille'a czy na kasecie audio/plycie CD, prosimy skorzystać z naszych danych kontaktowych podanych na dole strony.
ਪੰਜਾਬੀ Punjabi	ਭਝਨ ਵੇਟ 'ੀ; ਕਝਹਵ ਨਾ; ਏ? ਗਰਬ ਗਤ'ਰੇਕਾ ਦਹ ; ਕਬ 2010 - 2013 ਬਝਹ ਗ।; ਭਮਏਕ ਨ? . f/ ਮ।ਜਕਫ ਭਝ; ਦ; ਸਕਟ/} ਦਹ ਪਦਬਟਹਨਠ ਘਕਝਕਟਠ ਖਿ ਟੱਵ/ ਨੋਖ, ਪਤ/ਬ, ਖਿ ਨਕੱਵਹੁ/ਗਫ; ਹਵਹ ਟੋਰ/ {ਗਠ ਭਟੁ ਬ'ਤ ਨ?, ਸਖ ਭਏਗਕ ਏਏ/ ਭਝ; ; ਵ/ ਦ/ ਨ।ਹੇ.ਸ/ ਭਦੱਸ/ ; ਜਗੋਏ ਟੋ/ ਭਟਨਠ ਦਹ ਟੋਸੀ ਏਭਦਨਠ ; ਕਵ/ ਭਕਬ ; ਜਗੋਏ ਏਭ ਸੀ ਭਕ ਭੰਏ'.
اردو Urdu	یہ ڈروئٹ سائیڈ ہومز کیپٹل پروگرام کتابچہ برائے 2010 - 2013 ہے۔ اگر آپ کو یہ دستاویز کسی متبادل زبان یا شکل میں چاہیے جیسا کہ بڑی چھپائی، بریل، یا صوتی ٹیپ/ سی ڈی، تو برائے کرم اس صفحے کے نچلے حصے پر رابطے کی تفصیلات استعمال کرتے ہوئے ہم سے بلاجھک رابطہ کریں۔