

Improvements to your home



Derwentside
Homes

Contents

Service standard page 2

Improvements to your home pages 3-4

- What could be happening in your home
 - Communicating with you
 - During the work
-

Getting ready pages 5-6

- What you need to do before the work begins
 - In General
-

During the works pages 7-10

- Basic checks
-

Health & safety pages 11-13

Code of conduct page 13

Emergencies & contact numbers page 14



**Derwentside
Homes**

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 am until approximately 4:30 pm.
- 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 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.

Improvements to your home

This brochure will provide you with some general information on:

- how we will communicate with you;
- what is involved before, during and after the modernisation work;
- what you can expect from us and what we will expect from you;
- general health and safety information;
- emergency telephone numbers.

Derwentside Homes is investing over £117 million on modernising homes across Derwentside, and one of the homes we will be modernising is yours.

As part of our commitment to meet and exceed the Government's Decent Homes standard we plan to replace fixtures, fittings and elements in and around your home based on their age and condition.

We can't tell you there'll be no dust or noise because there will be. You will be disrupted, but we will keep any disruption to a minimum and always remember that we are working in your home.

We're proud of the design and quality of our modernisations, but we're more than happy to listen to your concerns and suggestions. We'll do our very best to accommodate your wishes if we can. Once the work has been completed we're confident you'll be pleased with the end result.

What could be happening in your home?

You should have had notification from the site team responsible for carrying out the works that your property is due to be modernised and an indication of the works planned for your home. The contractor will be arranging a visit to "pre survey" your home to identify all of the work that is required.

The extent of the work carried out all depends on what the surveyor finds and on the age and condition of your fixtures and fittings. Everything carried out will be in accordance with the Derwentside Homes Standard, which exceeds the Government's Decent Homes Standard.

Examples of the modernisation works being carried out by Derwentside Homes include:

- Kitchen replacements
- Bathroom replacements
- Replacement heating
- Rewiring
- Structural repairs
- Re-roofing
- Improvements to Sheltered Courts
- Asbestos removal
- Modernisation of non-traditional housing
- Remodelling
- Provision of storage space
- Installation/upgrade of insulation
- Fencing and estate improvements
- Replacement security doors and windows

Following the visit by the surveyor you will receive confirmation of exactly what work is going to be carried out in and around your home.



Communicating with you

You will be contacted by the site team to give you approximately seven weeks notice prior to the works being carried out. In addition to this you will receive at least one visit from the site team before the work begins to explain the work that will be carried out, and confirm all start dates. During this visit the contractor will go into more detail about what you need to do before the work begins, give you the contact numbers of the site team and give you advice regarding your own health and safety.

Dependant on the works you may be visited by team members to pre-plan the works to your home and you may also be invited to a tenants open day to discuss the works, view samples of products and make colour choices where applicable.

These visits and the open days will give you the opportunity to discuss the works and get answers to any queries you may have. They will also give you the opportunity to provide us with your individual information which will help us to help you. All of the information you provide will be treated as confidential and used to tailor our service to your needs.

During the work the site teams will ensure that:

- the works in and around your home run smoothly;
- they involve you in the planning of the works 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.

Once the works are completed we will send you a customer satisfaction questionnaire. This will give you the opportunity to tell us your views on the work carried out.

Every member of the site team visiting your property will carry identification. If they have no identification don't let them in.

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



“We’re proud of the design and quality of our modernisations”



Getting ready

What do you need to do before the work begins?

As part of the visit to your home the contractor's representative will give you a date well in advance of when work is due to get underway.

The representative will explain which areas you need to have clear in order for the contractor to carry out the works and where you need to move your furniture. Anything you can do to help speed up the beginning of work will be a huge benefit to everyone, and in particular to yourself.

The preparation you will need to do will vary depending on the works but could include:

In General:

- In the areas we are working you will need to remove things that are attached to the walls such as pictures, blinds, curtains and curtain rails. You will need to store these safely away from the work areas.

- Please keep small items in a safe place to avoid accidental damage.
- If you have any valuables or ornaments, please remove them to a safe place.
- Lift any laminate flooring in areas where we need to work on or below your floors. Derwentside Homes and its partners cannot take responsibility for lifting laminate flooring.

For Kitchen and Bathroom upgrades you will need to:

- Empty out all of your cupboards and all other possessions from these rooms.
- Clear floor and worktops.
- Reposition your fridge, freezer, washer, dryer and cooker. Where necessary, we can help you to move these.
- Have a box ready with all your essentials in it, like tea, coffee, sugar, kettle, toiletries. Boxes are available on request and it may be



an idea to keep your microwave handy to heat things up.

- Remove any flooring or fittings such as towel rails and toilet roll holders that you would like to keep.

For Reheating and Rewiring you will need to:

- Roll back your carpets, lift laminate flooring and move your furniture to the centre of the room in areas where we need to work under your floors. Be assured, if this is required, we'll give you plenty of warning. If you have any problems please discuss this with the Tenant Liaison Officer.

For Window and Door Replacements you will need to:

- Remove all items from your window cills.
- Remove any nets, curtains or blinds.
- Move all furniture or televisions from in front of the windows.

If work is being carried out outside your home you will need to:

- Remove any garden furniture or decorative items that may be damaged by the works or obstruct the works.
- Remove any plants or shrubs that you would like to keep that are within 4 feet of any wall, or within the line of scaffold.
- Cover your garden pond if you have one.
- Park cars and hang washing only in areas where they cannot be affected by dust from the works
- Keep windows and doors shut during working hours

These areas, along with any other preparation that is required, will be confirmed when the contractor visits your home.

If you think you'll struggle with moving furniture, get in touch with us and we'll sort out some assistance. Never be afraid to ask, we'll help you where we can.



During the works

To provide you with a modern, up-to-date home, we need to do a lot of work, and this will cause you disruption. We can't tell you there'll be no dust or no noise, because there will be. You will be disrupted, but we'll try at all times to keep this disturbance to an absolute minimum. We will always remember and consider that we are working in and around your home.

Our contractors normally work on a Monday-to-Friday basis from 8am in the morning until about 4:30pm in the afternoon.

We won't normally bother you at weekends unless this has previously been agreed with you. Please remember to ask for identification. If anyone visiting your home doesn't have it don't let them in.

We will never leave you without running water, toilets or heating overnight, but we can't hide the fact that while the site teams are working in your home living in your property isn't going to be what could be described as 'normal.' For example, there may be short periods when you have no running water during the day or it could be a bit draughty if we need to take out your windows and doors.

For all of this we apologise, but there's no way around it.

Depending on what improvements are required to your home, the works could take from 1 day to approximately 5 weeks. You will be advised nearer the time by your contractor. Please remember however, that if situations are encountered along the way, your home improvements may take longer.

The main items of work will always be carried out first. During the latter part of your home's modernisation there'll be a lot of small scale work going on and there'll be less noise and less disruption. For example, the contractor will concentrate on finishing-off minor items like tiling and trims or they could be waiting for plaster to dry or cement to set. The site teams will try to tell you exactly when they are arriving, but the nature of the improvement work is that on certain days the contractors will be at your property, while on other days they won't. At regular intervals the site teams will keep updating you on how the work is progressing.

Wherever necessary the site team will protect your furniture and floor coverings with dust sheets.

Kitchens and Bathrooms

These works are generally straight-forward, but the job is messy and will be disruptive. We'll maintain all services like water and electricity for as long as possible whilst doing this. You will never be left without a toilet, cooking facilities and running water overnight.

Rewiring

This will require work to be carried out in every room of your house. Channels will to be chased into the walls and this will be noisy and dusty.

This will involve the lifting of floorboards. The contractor may ask you to keep well away from this area of your home while the work is being carried out.

Central Heating (full system)

The old boiler will be removed and new heating pipes will be run throughout the house. New radiators will be fitted in every room of your house. This will involve the lifting of floorboards and restricted access to certain rooms.

Insulation

If your walls do not have cavity insulation then the contractor will install insulation. If your loft does not have 200mm of insulation then the contractor will top it up with new insulation. In this case please ensure that your loft is free of clutter.

Doors and Windows

Your windows will be replaced by UPVC frames with double glazing and security locks. Your external back and front doors will be replaced by high quality, high security doors, frames and locks.

“We will never leave you without running water, toilets or heating overnight”

“It could be a bit draughty if we need to take out your windows and doors”



During the works

Where you see the contractor

Works Outside Your Home

If these works require scaffolding, please be aware of the risks. We will keep you fully informed of the safety measures. We trust that you will not allow anyone to climb on the scaffolding. Please ensure that all children and visitors to your home are aware of the works being carried out. These works may create a lot of dust.

Where you see the contractor working in your home it is best, wherever possible, to stay away or out of that room. If you do need access, just ask, and the site team will be happy to help you get safe access to that area. This is for your own safety and well-being.

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.



Basic checks

To avoid any inconvenience while the work is being carried out in your property please carry out the following checks at the end of the 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.

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





Health and safety

Health & Safety issues are very important to Derwentside Homes and its partners and all work undertaken will be carried out in a safe and responsible way to minimise any hazards to you, your family and anyone visiting your home. Whilst every effort will be made to reduce any hazards, we need your co-operation to ensure that no harm comes to you, your family or anyone in and around the work.

Disturbance

Although we will always keep any disturbances to a minimum, a certain amount of dust and noise cannot be avoided. Dustsheets will be used wherever required at all times and we will clean up during the work and at the end of the day. Dust will settle over days and will continue to do so after we leave your home.

Controlled access

During the work we may need to erect temporary barriers to restrict access to some areas. If, for any reason, you need to get into these areas please contact a member of the site team and they will help you gain safe access to these areas where possible.

Overhead Work

If work is being carried outside your home, please be aware that work may be carried out overhead, which may cause danger. Please follow the instructions given to you by the site team in these areas.

Paint Work

If painting is being carried out to your home the contractor will make you aware, either by sign/posters or instruction from the site teams, of which areas of your home have wet paint. To avoid contact with wet paint please take care when in these areas.



Trips and Falls

You will need to be aware that, at times, building materials may be in your home and extra care will need to be taken when moving around. When carrying out internal work certain areas of flooring may be lifted to allow the installation of pipe work and electrical wiring. If possible, do not enter these areas whilst the flooring is lifted. If you do need to enter please contact the site team and they will help you gain safe access.

Tools and Equipment

Please do not touch or allow anyone in your home to touch any tools or equipment belonging to the people working on your property. Touching these items could result in injuries or accidents.

Services

We may need to work on your electrical, gas or water supply and they may be turned off for short periods during the day, but never overnight. The site team will let you know of any disconnection

and they will keep you fully informed during the works. Please let the site team know prior to them commencing the works if this may cause any problems.

Outside your home

There may be times when work is carried out around the outside of your home. Please take care around any scaffolding, barriers or materials.

Children

Building sites look like playgrounds to children, but they don't understand the hidden dangers around each corner. In the last ten years 16 children have died and 802 have suffered injuries whilst trespassing on scaffolding and construction sites. We realise that children can be curious, but both you and they must be aware that construction sites, materials and tools are not play equipment. For these reasons it is very important that you do not leave children unsupervised in any areas where work is being carried out. Do not leave children on their own in

your home whilst works are being undertaken. Please ensure that children do not play in or around the works.

Pets

Please remember that the works may also cause some distress to pets. Please keep them out of harms way during the work so they don't get injured or cause any accidents. Please ensure that pets are unable to escape from their cages and make the site team aware of any arrangements so that pets aren't let out accidentally.

Neighbours

Consideration will always be given not only to your home but also to the surrounding area and others who come into contact with it.

Asbestos

While carrying out the initial visit to your home, and in the unlikely event one of our site team suspects there may be asbestos present in your home, they will investigate the material concerned and keep you informed of any findings. Should asbestos be discovered, the works will be carried out in accordance with the Derwentside Homes "Asbestos Health and Safety Policy."

Derwentside 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.**

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.



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

In addition we have a **complaints and compliments** procedure that allows us to respond to your views. This procedure is available on our website at www.derwentsidehomes.co.uk/contact-us/complaintsfeedback or by contacting customer services on **08458 505 600**.

Emergencies

The site teams will provide you with the telephone numbers to contact in case of emergencies. These numbers will include contact numbers for their



Derwentside Homes

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 the numbers provided, please call us on:

Derwentside Homes Customer Services on

08458 505 600

between 8.30am and 5pm Monday to Friday

Or in an emergency or out of hours call

0800 783 9295



“It is very important that you do not leave children unsupervised in any areas where work is being carried out”

This document is available in different formats on request.
Also available in large print, Braille and Audiotape.

- Chinese 這份文件備有不同語言的翻譯和各種格式。
如欲索取，請聯絡：
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
電話：08458 505 600
電郵：customer.services@derwentsidehomes.co.uk
- Latvian Šis dokuments pēc pieprasījuma ir pieejams dažādās valodās un formātos.
Lūdzam sazināties ar klientu apkalpošanas dienestu, kura adrese ir:
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
Tālrunis: 08458 505 600
E-pasts: customer.services@derwentsidehomes.co.uk
- Lithuanian Šį dokumentą galima gauti pageidaujama kalba ir pageidaujamu formatu.
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
Telefonas: 08458 505 600
El. paštas: customer.services@derwentsidehomes.co.uk
- Polish Dokument ten jest dostępny na żądanie w innych językach i formatach.
Proszę się skontaktować:
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
Tel: 08458 505 600
E-mail: customer.services@derwentsidehomes.co.uk
- Russian Этот документ можно получить на желаемом языке и в удобном для Вас формате .
Обращайтесь по этому адресу :
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
Телефон: 08458 505 600
Эл почта : customer.services@derwentsidehomes.co.uk
- Punjabi ਜੇ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਬੋਲੀਆਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ:
ਇਸ ਲਈ ਅੱਗੇ ਲਿਖੇ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕਿਪਾਲਤਾ ਕਰਨੀ:
ਕਸਟਮਰ ਸਰਵਿਸਿਜ਼
Customer Services, Derwentside Homes Ltd, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE
ਟੈਲੀਫੋਨ: 08458 505 600
ਈ-ਮੇਲ: customer.services@derwentsidehomes.co.uk