

Major work to your home

What you can expect

We are currently planning a major works project which may affect you.

We aim to take your needs into account and cause you as little disruption as possible. This leaflet explains the services we provide at each stage of the project.

Why we are doing this work

We make sure all our properties are in good condition and meet modern standards. To make the most of our budget, we consider carefully what work is most important. We then plan projects that cover a large amount of work in one go.

What will happen

We will write to you as early as possible, but at least eight weeks before work begins, explaining:

- the work we plan to do
- how long we expect it to take
- who is managing the project
- what to do if you have any queries.

Before finalising the plans, at least four weeks before work begins, we will ask for your views and if you have specific needs or requirements that should be taken into account. This will be via an open meeting, individual interview, phone conversation or letter.

At least two weeks before any work takes place, our contractor will provide you with a residents' handbook explaining what is involved. The handbook will introduce you to a person employed by the contractor (normally a 'Resident Liaison Officer') to keep you informed and resolve any problems you may have.

This person will also contact you to make appointments, confirm any arrangements you need to make and explain any choices you have.



If we are working inside your home, the contractor will keep to a set of standards they have agreed with us. You will find these listed in your handbook. We always ensure that, at the very least:

- your home is safe and secure
- your belongings are protected
- your home is left clean and tidy at the end of each working day
- you have electricity, water, cooking and toilet facilities at the end of each working day.

When the work is completed, the contractor will explain how to use any equipment that has been installed, and leave written instructions.

We will also send you a confidential customer satisfaction survey so that you can give us your views on the work and how it was carried out. Your feedback helps us to improve our programmes of work.

Our service promises

When we arrange work to your home, we believe customer service is as important as good quality workmanship. We will:

- treat you and your home with courtesy and respect at all times, taking account of any special circumstances you may have
- keep you informed about the work programme and how it affects you
- give you choices, wherever alternatives are available
- be as flexible as possible when arranging appointments
- listen to your views and promptly deal with any problems you raise.

How you can help

To help us run the project successfully, we ask that you:

- give us access to your home at the agreed dates and times
- let us know in advance if you need to cancel an appointment
- keep children and pets away from work areas
- keep work areas clear (you will be helped to move heavy furniture and appliances)
- let us know about your needs or any circumstances which may affect the work.

Who's involved?

Every major works project is managed by a member of our Reinvestment team, who will contact you at the start of the project to discuss our plans. He or she will also work closely with your resident services manager, or your scheme manager if you live in sheltered or supported accommodation.

The building firm ('contractor') is responsible for most of the day-to-day arrangements once work begins. They will be your first point of contact and will confirm all arrangements for carrying out work inside your home.

We also employ building surveyors ('consultants') to advise us and to ensure that the work is carried out to a good standard.

We thoroughly check our contractors and consultants before we appoint them, to make sure they have the right technical expertise and they are fully committed to good customer service.

How to find out more

If you need more information about Southern Housing Group and how we manage our major works projects, visit our website at www.shgroup.org.uk

If you don't have Internet access, or would prefer a paper copy, contact the Service Centre on 0300 303 1771.

For information about how we made decisions concerning your estate or scheme, phone 0300 303 1771 and ask to speak to someone in the Reinvestment team.

**For help with translations or for large print,
please call the Service Centre.**

Arabic	لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.
Bengali	অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।
French	Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.
Somali	Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.
Spanish	Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.
Turkish	Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.