

برنامج الترميمات وفقاً لمعايير الخدمة

পরিষেবার মানদণ্ডের পুনর্সংস্কার কর্মসূচী

برنامج نوسازی استانداردهای خدمات

Normes de service du programme de remise à neuf

Service Standards Refurbishment Programme

Standardy usług programu renowacji budynków

Barnaamijka Dib u Hagaajinta Heerarka Adeegga

ਨਵੀਨੀਕਰਨ ਪ੍ਰੋਗਰਾਮ ਅਤੇ ਸੇਵਾ ਮਿਆਰ

از سر نو آرائش کے پروگرام میں سروس کے معیار



Chevin
HOUSING ASSOCIATION LTD

A Member of The Chevin Housing Group
Charitable

In this leaflet we tell you about the standards of service you can expect from Chevin and its partners when your home is due for major improvements or upgrading.

www.chevinha.co.uk

Summary

In this leaflet we tell you about the standards of service you can expect from Chevin and its partners when your home is due for major improvements or upgrading. This is what we call "Refurbishment".

Our main aims are to:

- Ensure every home is brought up to a decent standard. This means it should have modern facilities, be energy efficient, in reasonable repair and free from hazards
- Make your estate or scheme an attractive place to live
- Publicise a five year rolling investment programme so that you know when your home is likely to be upgraded
- Give you reasonable notice of when works will start
- Consult with you about the work required in your home
- Give you choices about the type of works that will be done
- Reduce the amount of disturbance and stress whilst the work is being done
- Be responsive to your particular needs, comments and complaints
- Have staff available from either Chevin or our contractors to deal with your needs during the works process
- Provide you with information about how to use any new fixtures (e.g. heating systems)
- Leave you with details of who to contact if problems arise after the work is finished
- Collect your comments on how the work has been done

Each of these points is covered in more detail in the following pages.



What we mean by the 'Refurbishment Programme'

Chevin Housing Association aims to:

- Make sure all homes are up to the Government's 'Decent Homes' standard
- Make sure all homes and areas are up to our own Chevin standard
- Replace parts of the property which have limited life
- Upgrade and re-model according to a clear plan
- Improve residents' comfort and make sure homes are modern and efficient
- Help put in place the Association's affordable warmth and environmental strategies
- Work within financial limits
- Make best use of partnerships, materials and geography
- Put in place a five year rolling programme, reviewed annually



A decent home is one that :

- is free from major hazards
- is in good repair
- has modern amenities
- is thermally comfortable



What you as a Chevin resident can expect from Chevin Housing Association

- Opportunity to be involved in agreeing the Chevin standard
- Consultation on the five year programme through meetings, focus groups, letters and www.chevinha.co.uk
- Reports on the progress of the five year plan
- Notice of work to be done to your home through:
 - information on the five year programme
 - consultation with you at least 16 weeks before the work starts
 - discussion on the type of choices you may make
 - at least eight weeks' notice of the proposed start date for works
- Chance to discuss wider 'estate' issues as well as the changes to your own home
- A choice where possible, for example on kitchen units, worktops, kitchen and bathroom flooring, door pattern and colour, wall tile colours



- Discussion on adaptations to deal with any disability
- Attention paid to your ability to deal with stress and inconvenience during work, for example, by providing or agreeing temporary accommodation elsewhere
- Help with packing and unpacking if you are unable to cope
- Contractors causing as little damage as possible to decorations. Where damage is unavoidable, Chevin will help you restore your home to its original standards by providing vouchers for materials or arranging for work to be done if you have health issues or a disability that prevent you completing the work yourself
- After the work is finished, collect the views of you and other residents and publish the overall results
- Regular visits during the work
- If you are a prospective new tenant on a scheme where work is about to start, we can postpone your letting until after the work has been completed if you agree





What you can expect from partner contractors

Before work starts the contractors will:

- Help you understand what the proposed works involve and how to make choices for example about the types of fittings
- Inform you about location and contents of the site compound and offices, how to access offices and staff, including telephone numbers and provide health and safety information
- Keep records of contact with residents and information given
- Send you a letter three weeks before the work starts, providing:
 - start date
 - information that all tradespeople will carry ID cards
 - contact numbers for the Site Manager and Resident Liaison Officer (RLO)
 - confirmation that the RLO will contact you to give more information about health and safety
- Send another letter one week before work starts to confirm the details



- Give you a health and safety induction. This includes details of access for tradespeople and the packing you will need to do to give them clear access. Dust sheets and packing cases will be provided if needed. Contractors will note the condition of white goods (for example, fridges) and existing flooring. They will also note any special issues. They will discuss and agree access required.
- Give you a handbook that gives health and safety information, contact numbers and reminds residents to check ID's
- Make a check via the RLO the day before work starts to ensure that everything is ready, that you know the order in which work will be done, and that they have considered your circumstances when agreeing work hours



People involved in the refurbishment programme:

- Chevin residents
- Chevin staff
- Partners and contractors
- Consultants



Whilst we are working in your home you can expect

- ✓ Visits twice a day from the RLO, giving information about work to be carried out the next day.
- ✓ A calling card giving the information when personal contact is not possible.
- ✓ A record of requests, complaints, compliments and “reportable incidents” (e.g. accidents).
- ✓ Work done as quickly as possible in each home. As little dirt and disturbance as possible. Regular cleaning up. As little damage to decorations as possible, and where it happens, efforts made to make redecoration as easy as possible afterwards.
- ✓ At the end of each day your home will have at least:
 - Working sink or basin
 - Hot and cold running water
 - Working toilet
 - Cooker
 - TV service
 - Heating
- ✓ Contractors will only leave materials overnight with residents’ permission and make sure they are stored safely
- ✓ No tools or equipment to be left overnight in occupied homes
- ✓ Freezers, fridges and medical equipment to remain connected and power to be continuous whenever possible
- ✓ Trained and experienced tradespeople, who respect you and your belongings.

- ✓ No radios played without your permission
- ✓ Reasonable requests for access
- ✓ Consideration to be given to your comfort in bad weather, to avoid cold and dirty conditions wherever possible

At the end of the work you will receive:



- ✓ A handover pack, which the RLO will go through and then leave with you. This will include details of how to operate any equipment that has been installed and contact telephone numbers in case you need help
- ✓ Help to re-connect white goods in kitchens and utility rooms
- ✓ A defects service during the 12 month liability period to deal with emergencies within 24 hours and agree a timescale for other issues
- ✓ A satisfaction survey to complete and return to Chevin



What you should do

- Provide information and access to allow planning of the work, giving details of any personal or health issues which may affect the work to be done
- Pass on choices of fixtures and fittings within the time given, so there is no delay
- Make sure tradespeople have access to your home during normal working hours
- Tell the contractor immediately if there are difficulties or damage so issues can be resolved as soon as possible
- Tell Chevin if there is any dissatisfaction with the way issues are dealt with
- Help by packing things away and storing them where the RLO asks, to make sure work goes ahead as quickly as possible. Tell the RLO if there are problems with packing, storing or moving furniture so other arrangements can be made.
- Complete satisfaction forms for both Chevin and the contractor, to help future planning and to make sure the work meets residents' needs



What consultants will do:

- Assess the value for money of the scheme by comparing with other projects

We are committed to a policy of equal access to information.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Arabic نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات.

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

Bengali আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Farsi ما متعهد هستيم به سياست دسترسى برابر به اطلاعات

اگر این مدرک را به زبانی دیگر یا در فورمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Punjabi ਅਸੀਂ ਸਭਨਾਂ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Somali Waxaan ballan qaaday siyaasadda ah in si siman loo helo wararka.

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriiir.

Urdu معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

French Nous avons mis en place une politique d'égalité d'accès aux informations.

Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish Wyznajemy zasadę równego dla wszystkich dostępu do informacji.

Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.



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Charitable

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If you would like a copy of this information in any other language or format please contact us.



CASSETTE



IN LARGE TYPE



BRAILLE



OR ANY OTHER
FORMAT

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business for neighbourhoods