



**Technical Services**  
**Planned Works Programme Handbook**

**\* Initial DRAFT January 2010 \***

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## *Works* **OUTSIDE** *your home*

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## **questions**

### **Handbook summary**

We are committed to providing high quality customer services and to making sure we shape our services around our customers' needs.

Our customers could be:

- residents;
- leaseholders; or
- people applying to become residents or leaseholders.

Our services will take account of the different needs of our customers and we will also recognise that some need extra help to use our services. We are committed to not just 'saying the right thing' but to actually 'doing the right thing'.

We want our customers' experience of dealing with us to be positive and, as far as possible, to meet their needs and expectations. We will provide good quality, clear information so our customers know about our services.

This handbook gives a complete summary of what improvements we could carry out and specific advice on how we will do this with you, the customer. The exact details of the work and what you need to do are set out in various appendices at the back of the handbook. While you are living in your home there will be some disruption whilst we are carrying out the work, but the end result should be worth it. The improvements are optional and you can decide not to have them.

**As part of our commitment to you, when we are carrying out improvement work to your home, we promise to:**

- respect you and your home while the work is going on;
- protect you and your home by working safely and carefully;
- keep any inconvenience to you to a minimum; and
- only work in your home between 8am and 5pm. This period includes time for all cleaning and removing rubbish and so on. We will only do work at weekends and do overtime if this is agreed beforehand. We do not normally work on bank holidays.

If you have any concerns about the work we have planned, please contact us and we will be able to give you more advice and help.

# 1 Roles and responsibilities during the work

## **Project manager**

The project manager is part of our Technical Services team. They are directly responsible for managing the contractors and consultants we employ. You can speak to the project manager about any aspect of planned or completed works.

## **Consultant**

Certain types of work will need a professionally qualified consultant. The consultant's job is to make sure work is carried out to the necessary standard and meets all relevant regulations or to provide professional advice. We employ the consultant and they regularly work with the project manager or head of Technical Services.

## **Contractor**

The contractor's job is to carry out the work to your home and to manage the day to day running of the work with you to completion.

While the work is going on, the contractor will do all they can to make sure they liaise with you beforehand, answer all your questions or rectify any problems quickly. They should tell you what will happen, when, and what it will mean to you.

- let you know about changes in the programme;
- deal with any queries you may have or complaints (if you have any); and
- organise help if you need it.

**Contractor's works supervisor and/or customer liaison officer** will:

- introduce themselves and the trades to you before the works starts and explain the work involved;
- visit you while we are carrying out the work;

## **General guidance**

### **Option changes**

We order some items, such as kitchens, weeks in advance and it can be difficult to make changes. If you want to change an option that you have chosen, please let the **contractor** know as soon as possible. We will let you know if a

change is possible. If not, unfortunately, you will need to stay with your original choice.

### **Progress of work**

It is important that you let contractors into your home so they can carry out and complete the work. If you think access may be a problem, please discuss this as early as possible with the **contractor** or their **customer liaison officer**. Please remember that the contractors will be working in a number of homes at the same time and there will be gaps between various trades carrying out the work in your home.

### **Problems**

Problems do happen, but we can sort out most of these quickly. If you have a problem, then please contact the **contractor** as soon as possible. If the contractor cannot sort the problem out, please contact the **project manager** who will help.

### **Health and safety**

Although we do not expect the **contractor** to put your safety at risk, the work done could lead to a higher risk situation. You need to ensure that you keep young children and pets away from work areas and any tools that may be around. We also expect the trades to keep the work areas as safe as possible. If you have any concerns, please contact the **project manager** for the works being carried out.

### **Disabled aids and adaptations**

If you think that you need adaptations to your kitchen, bathroom or other areas in your home, you will need to contact an Occupational Therapist (a specialist) who can assess your specific needs.

If you need assistance in contacting your local Occupational Therapist team, we can help you with this.

*For further information,  
please see Section 9  
(page 16 onwards).*

residents equally, we will consider reasonable requests.

You can influence the work we do in your home in the following ways.

- You can refuse any of the planned work in your home.
- If the planned date for the work to take place is not suitable, you can rearrange this, as long as you give us enough notice.
- You will have a choice of doors, worktops, tiles and flooring for your kitchen and tiles and flooring for your bathroom from the selection available.

We will send you a letter to advise what work we are planning to carry out in your home (following an initial condition survey already carried out by our project manager or contractor) and will carry out a consultation. The consultation will either take place in your home or at a venue close to your street. You will be able to discuss the works planned for your home, meet some of the team and ask any questions that you may have.

## **2 Consultation**

### **process** for kitchen and bathroom replacements

We are committed to putting you first.

It is your home so it is important that we listen to your views and that you make your own choices wherever possible.

Although we have to work within budgets, meet technical standards and make sure we treat all

and the contractor's customer liaison officer.

Following the initial survey of your home, we will write to you to arrange another survey visit to measure up and to discuss:

- choices and design;
- start and completion dates;
- Any special needs you may have before and/or during the work.

If you cannot keep this appointment, it is important that you rearrange the visit as we cannot do the work until we have surveyed your home.

At this survey appointment, you will be given a resident information booklet to answer the most frequently asked questions when we carry out this type of work and this will include contact numbers for the project manager, supervisor

We will prepare the design layout and send you a copy for your confirmation. It is important that you agree the design and your choices, as it is difficult to alter these once we have ordered materials.

About a week before the work is due to start at your home, the contractor's supervisor or customer liaison officer will visit to go through the works and to discuss any special needs you may have and what furniture and carpets will need to be moved.

## **Consultation process**

**1<sup>st</sup> letter from Project Manager to book initial 'condition' survey**

to see what planned kitchen/bathroom works are required in your home



**2<sup>nd</sup> letter from Project Manager or Contractor to measure up**



**Consultation on design ~ design layout sent to resident for comment/agreement**



**Contractor confirms start date**



**Work completed by Contractor**



**Post Inspection and decoration assessment (if applicable)**



**Customer satisfaction questionnaire issued**



**Signed off as work complete**

### 3 Code of conduct

It is important that our contractors, consultants and any suppliers working with us are committed to providing a high level of customer care and a good quality service in your home. Part of this commitment is making sure that they keep a minimum standard of behaviour.

#### **Any one working for us should:**

- always introduce themselves and show you their official identification.
- listen to your questions and give you information about what is happening in your home and pass your questions to the project manager or their administrator if necessary.
- be polite and patient.
- keep appointments with you and be on time.
- ensure your home is secure at all times and if doors and windows have to be left open, they must tell you.
- be as flexible as possible about access to your home and working arrangements.
- tell you if it is necessary to cut off the essential services such as water, gas or electricity and give you reasonable notice (and provide temporary services overnight if necessary).
- to ensure that at the end of each working day, mains water will provide you with a supply of cold water including the continued use of the WC.
- where appropriate, cover your furniture with dust sheets whilst the work is being done
- where appropriate, put down 'protect a floor' (heavy duty polythene covering) on the access areas to the rooms being worked in to ensure carpets are protected for the duration of the work.
- clean up rooms at the end of each day (and any areas that trades persons have to go through to carry out the work).
- keep the outside of your home clear of rubbish; and

- only park in agreed areas or with your permission.

**They will not:**

- smoke or swear in your home;
- enter your home without permission;
- use pneumatic drills or other noisy appliances outside the working hours given;
- leave tools inside your home overnight;
- use your vacuum cleaner, phone or other appliance unless they have your prior permission; or
- use your drink making or cooking facilities.

If you have any problems or questions, please contact the **project manager**.

## **4 Be safe and secure**

Your safety is our main concern when we carry out work in your home. We offer the following advice and guidance to make sure you and members of your family are safe at all times. Please make sure that you check the identity of anyone who wants to come in to

your home. All employees of Magna Housing and our appointed contractors, consultants and suppliers will carry a means of identification. This identification badge will state the person's name with a photograph, the company name and a contact name in case of emergency. If you are not sure who the caller is, do not let them in and contact us immediately.

### **Dust sheets**



Before the work starts, if appropriate, the **contractor** will cover any furniture and carpets where they are working. Please contact your **project manager** if they fail to do so.

### **Security**

Please put all valuables, including cash and electrical goods, in a safe place. In the very rare event of anything going missing, let the **contractor** know immediately and then contact the police. You must make any claims within one week of the incident and include a crime reference number. You should give this to the **project manager** who will investigate and manage any claim for you.

## **Pets**

Please keep your pets out of the way while we are doing the work as they could be upset or hurt.



## **Scaffolding**

We will tell you if we need to put up any scaffolding.



The scaffolding contractor supplies, puts up and removes the scaffolding. You are not allowed on to the scaffolding at any time. If you have children, please make sure they do not climb on or play near it. The contractor will make sure that they remove the access ladders at the end of each working day. You may also need to consider moving your car from your driveway to allow us access and protecting your garden plants and other areas from damage when scaffolding is put up and being used.

You will normally be able to use the entrance doors and footpaths to your home and, where scaffold

poles need to be highly visible at all times (such as along the footpaths) they will be wrapped in fluorescent coloured tape. If you need advice, please speak to the **contractor**.

The scaffold will be taken down when the work has been inspected by us (and generally this should be a week after the work has been completed).

## **Satellite dishes and other aerials**



The **contractor** will let you know if your satellite dish or aerial has to be removed during the work such as decorating outside, repairing windows or working on the roof. If you have a satellite dish, the scaffold around your home could affect the television reception. If the satellite dish is on the roof and/or it is affected by the scaffold then a specialist firm will install a temporary satellite dish (on to the scaffold fixed around your home). When the works are complete, your satellite dish or aerial will be reconnected.



## Safety

- Do not allow your children to play on or near the work.
- Do not ignore safety advice the contractor, consultant or **project manager** gives you.
- Make sure the trades staff have free access to all areas in your home so they can complete the necessary improvements.

## 5 What to expect

- Work on the inside or outside of your home should take no longer than four weeks to finish, unless of course there are exceptional circumstances beyond our control which could be due to the extent of work required. At the back of the hand book, we have noted what happens when we carry out each type of work.
- Once work has been approved for your home, the **project manager** or our **contractor** will contact you about what work is going to be carried out and this normally relates to replacing windows, doors, kitchens, rewiring electrics and central heating. When we visit, we will give you a choice from the selection available and, where possible, we give you a choice of

colours, door types, wall and floor tiles, where socket outlets, radiators and kitchen units will be and so on.

- The **contractor** will contact you before the work is due to start and give you:
  - the start date; and information on;
  - what to do if there's an emergency while work is being done; and
  - the order in which we will be doing the work.



- If you are going to be on holiday or it is not convenient for us to do the work, you should tell the **contractor** as soon as possible.
- For kitchen and bathroom refurbishments, a week before the work starts, the **contractor** will contact you again to remind you that the work will start soon and to give you the exact date that the work will start. They will also discuss any specific needs or concerns you may have.

During the refurbishment work of any kind, disruption is always a problem and we need your help.

**You will find more information on how we can work together to make sure the work is carried out, and as quickly and as trouble free as possible in the appendices at the back of this handbook.**

decorating your home. An example of this is if we need to put a hole in the outside wall to fit an extractor fan and we damage the plaster. The contractor would then repair the plaster ready for decoration but you will be responsible for decorating again.

We will assess the overall condition of the decoration in your home and the level of damage that could be caused by the work.

## **6 When the work is finished**

We want you to be happy with your home. When we have finished the work, we will inspect it and ask you to help us check that everything is up to standard and that you are satisfied.

We will also ask you to fill in a 'customer satisfaction questionnaire' that we will provide with a prepaid envelope. We greatly appreciate your comments and regularly review these questionnaires.

Please tell us about any problems you have with the work or services we have provided and we can make sure that the **contractor** put right any faults.

When carrying out improvement we will take every care to protect your decorations from damage.

We will repair any damage caused to the building when we carry out any work. However, you are then responsible for



If you have a new central heating system or electrical system, the **contractor** will explain how to use it and give you operating instructions.

For 12 months after we finish the work, the **contractor** is responsible for all maintenance other than damage caused by members of your household or visitors, and this is known as the 'defects liability period'.

Please report any repairs to our **freephone repairs 0800 358 6025** in the normal way.

**During the first 12 months \***

DRAFT ONLY

# 7

## **Customer satisfaction**

Please see initial 'draft' satisfaction questionnaire on next page.

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REMOVE THIS PAGE AND INSERT DRAFT CUSTOMER SATISFACTION FORM HERE

DRAFT ONLY

# 8

## How to

### complain

#### Who can complain?

If you use our services and you are not happy with the service you receive, you have the right to complain.



**If you have a complaint about the work** we are carrying out to your home, please contact the **contractor** who will try to sort out the problem.

If you are not satisfied with the response you receive from the contractor, please contact the **project manager** by phone, by email or in writing and they should be able to sort out the problem.

If you are still not satisfied, you can ask us to deal with your complaint using the formal complaints procedure. You can find details in your tenancy handbook or contact our Customer Care & Complaints Manager direct on 01305 216035.

#### How will we deal with your complaint?

We will deal with your complaint using our complaints procedure.

We will investigate your complaint fully and tell you how it is progressing, in writing, at all formal stages. You must tell us when you feel that we have dealt with your complaint satisfactorily. If you feel we have not dealt with your complaint properly, we will tell you the next stage.

Once you have gone through all the stages of our complaints procedure, you have the right to contact the **Ombudsman**. You can obtain full details about this in your tenancy handbook.

# 9

## Disabled aids and adaptations

We are committed to providing an adaptations service to you or members of your household who are disabled, have special needs or struggle to move around your home easily and comfortably.

This service is provided to enable you to live safely and independently in your home and improve your well being.

If you or a member of your household is finding it difficult to carry out every day tasks such as to use the stairs, get in an out of the bath or are not able to use the kitchen (in the same way as everyone else) you may wish to consider making some adaptations to your home.

These may include:

- ❖ Reorganising your home to suit your needs
- ❖ Applying for adaptations you need
- ❖ Looking to move to somewhere more suitable

There are two types of adaptations'. These are called **minor adaptations** or **major adaptations** and are based on how much work is required.

Minor adaptations are small changes to your home and *some* examples are below.

### Minor adaptations

- Hand rails
- Extra banister rail
- Hand rails outside
- Lever taps
- Half Step
- Easy to use heating control switches

Major adaptations are where a lot of work is needed to be carried out in your home and *some* examples are below.

### Major adaptations

- Stair lift
- Step in Shower
- Level Access Shower
- Bathroom or kitchen conversions
- Access alterations

## How we can help?

We offer a free **minor adaptations** (for works typically under £500) and of course subject to internal funds and budget provision.

For **major adaptations**, which is more extensive and complex work, we work in close liaison with the Local Authority to maximise funding through the Disabled Facilities Grant (DFG) process to ensure provision of the adaptation to meet your needs.

Usually both types of adaptations would require a home visit from an Occupational Therapist (a trained specialist) who can assess your individual and specific needs. The Occupational Therapist may come from the hospital or community team (NHS), from Adult Community Services (your local Council) or one that we have employed.

Some minor adaptations may not need to be referred to an Occupational Therapist and a referral from your Sheltered Housing Officer or Housing Officer may enable the installation of lever taps, grab rails, an additional banister rail, etc. to be carried out quickly and efficiently.

*If we are replacing your bathroom or kitchen on a planned major repairs programme, we may ask an Occupational Therapist to assess your specific needs so that these are incorporated when the work was carried out in your home.*

## What are the different ways to get adaptations?

### Housing Officer

Please ask your housing officer for minor adaptations.

### Occupational Therapist

Please ask for an Occupational Therapist to assess your specific needs and following their visit they will refer on accordingly. Some contact details below.

### Hospital Discharge

A hospital discharge adaptation means that changes to a home are necessary to allow a person to leave hospital. If we receive a recommendation from a hospital Occupational Therapist, we aim to progress this as soon as possible.

### **Self Funding**

If you wish to adapt your home to suit your needs, you will need to contact your Housing Officer to get their approval. Any adaptations you may wish to carry out yourself will require permission from your Housing Officer before any work is started.

### **Charity Organisations**

Some charity organisations fund adaptations for specific medical conditions but usually require a referral from an Occupational Therapist and confirmation that other sources of funding have been explored.

### **Medical Rehousing**

You can apply for re-housing to an adapted property through a medical priority. To make an application or for advice and information, please contact your ReHousing Officer.

## **What happens at an assessment?**

When the Occupational Therapist visits you, they will talk about your medical needs and what you find difficult, and then they may ask to see what can be done to make living in your home easier.

Any work that the Occupational Therapist recommends must be essential and may not necessarily be what you see as desirable and they will discuss the course of action they intend taking on your behalf. The Occupational Therapist may suggest a different way of doing things or provide equipment rather than recommending an adaptation but still making it easier for you to live in your home.

The Occupational Therapist may then refer you to us for minor adaptations or your local authority for a Disabled Facilities Grant (DFG) to fund major adaptations and you will then be visited by a Grant Officer, who will send you or your representative the necessary forms in order for you to make a grant application.

## **What happens after the assessment?**

If the Occupational Therapist has recommended adaptation works to your home, we will then consider the recommendation.

## **What do we do next?**

We then check that the recommended works:

- ❖ are appropriate, reasonable and essential.

- ❖ are realistic, can be carried out in your home and will not affect the structure of the building.
- ❖ are eligible to be carried out through the local authority adaptations team (and not through another department for example the installation of a ramp to a shared access).
- ❖ are not overly expensive and an alternative cannot be considered for example moving to a property more suited to your specific needs, i.e. re-housing.

If the work meets the above criteria, we will then give permission for it to be carried out in your home and, depending on the cost, we may fund the works ourselves or you will have to apply to your local authority for a Disabled Facilities Grant.

If you need assistance to make an application for a grant to get work carried out, you may be referred by us to a local Home Improvement Agency (HIA) such as West Dorset Care & Repair, Anchor Staying Put, etc. and they will be able to obtain estimates and oversee the work for you. Sometimes a charge for their services is made but very often this will be paid for by the grant and we may also be able to 'top up' grant shortfalls.

## **Some useful contact numbers**

### **For minor adaptations**

Please contact your **housing officer**.

### **To ask for an Occupational Therapist to visit to assess your needs**

Please contact your local **Adult Care Service** or **Child Care Service**.

*For quickness, some contact numbers below or if you need help with this, we can always direct your enquiry to your local Occupational Therapist team.*

# **Dorset Direct on tel. 01305 221016**

## **Telephone numbers for some local area offices**

Bridport **01308 42234**

Christchurch **01202 474106**

Dorchester (Monkton Park) **01305 221450**

Ferndown **01202 877445**

North Dorset **01258 472652**

Purbeck **01929 553456**

Weymouth and Portland **01305 760139**

Greenwood Unit, Maiden Castle Road,  
Dorchester **01305 257164**

*Opening Spring 2010 \**

*East Dorset Hanham Centre, Hanham Road, Wimborne (01202 843560)*

# 10

## Some examples of **customer advice letters**

- Kitchen and bathroom condition survey
- Loft survey / insulation
- Internal decoration of stair cases
- Planned external works
- Invitation to an 'open day'
- External repairs / works (to garages)
- External paint and repairs
- Survey advice / work – cavity wall insulation
- Confirmation letter that major repairs work cancelled (as per customer request)
- Special circumstance advice
- Electrical periodic inspections/follow on remedial works



EXAMPLE ADVICE LETTER ONLY

Date

Customer name

Full address

Dear

**Kitchen and bathroom survey**

Please be advised that we need to look at the condition of the kitchen and bathroom in your home.

The survey is due to be carried out on day, date between am and pm by ....., project manager and ....., surveying manager.

Should you have any queries or require further information, please contact.....on direct line 01305 214052.

Thank you in advance for your kind co-operation.

Yours sincerely

**Name**

**Job Title**

Direct line



EXAMPLE ADVICE LETTER ONLY

Date

Customer name  
Full address

Dear

**Loft survey / insulation**  *use contractor logo*

Please be advised that we need to carry out a survey of the loft space in your home.

We have appointed *name of contractor* and they will contact you directly to arrange for the survey and any follow on insulation works identified to be done, due to be carried out during December 2009.

Should you have any queries or require further information, please contact ..... on direct line 01305 214033.

Thank you in advance for your kind co-operation.

Yours sincerely

**Name**  
**Job Title**  
Direct line

DRAFT ONLY



EXAMPLE ADVICE LETTER ONLY

Date

Customer name

Full address

Dear

**Property address**  
**Internal decoration of stair cases**

We have pleasure in confirming that your home is included in the above programme.

Magna Housing Association Building Services is carrying out the work which is due to start on .....

The internal decoration of the stair cases should take .....weeks to complete and should include any necessary repairs and painting of the front door to your home.

Before works start, please may we request that any plants and pictures are moved to a safe place and that stair cases are cleared.

If you should require further information or have any queries, please contact ..... on direct line .....

Thank you in advance for your kind co-operation and assistance.

Kind regards

Yours sincerely

**Name**  
**Job Title**  
Direct line



EXAMPLE ADVICE LETTER ONLY

Date

Customer name

Full address

Dear

**Planned external works at .....**

Our project manager, ....., has advised today that external works are due to be carried out from.....to.....

The actual work is to remove the window boxes above the main entrance doors as they are starting to break up and debris is dropping down.

For your further advice, *contractor name* has been appointed to carry out this work which should take 2 days and access via the main entrance doors will be restricted.

Should you have any queries or require further information, please contact .....on direct line 01305 214052.

Thank you in advance for your kind co-operation.

Yours sincerely

**Name**

**Job Title**

Direct line



EXAMPLE INVITATION LETTER ONLY

Date

«first1» «init1» «last1» «first11» «init2» «last2»  
«No» «Add1»  
«Add2»  
«Add3»  
«Add4»  
«Add4»  
«postcode»

Dear «first1» «last1» «first11» «last2»

**Proposed kitchen and/or bathroom modernisation**

We would like to invite you to an 'open day' to discuss the planned modernisation works Magna Housing Association plan to carry out in your home.

<b>OPEN DAY INVITATION</b>	
For «first1» «last1» «init2» «last2»	
Date:	<b>Thursday.....2010</b>
Time:	<b>From 9.00am until 3.30pm</b>
Location:	<b>.....communal room</b>

You will have the opportunity to ask questions and meet Magna Housing Association staff including those who will be carrying out the work.

If you have any queries or require further information, please contact me on my direct line below. We look forward to meeting you soon.

Kind regards

Yours sincerely

**Name**  
**Job Title**

Direct line

DRAFT ONLY



EXAMPLE ADVICE LETTER ONLY

Date

Dear

**Garage Refurbishments / Repairs Programme 2009/10**

We have pleasure in confirming that your garage is to be included in the above programme.

The maintenance works shall include the washing-down of the garage walls and doors using a high pressure, jet washing system. Whilst every effort will be made to avoid any excess water entering the garage, we ask that you ensure that all vehicles and belongings are suitably protected and the area surrounding the garages is kept free.

Weather permitting the works will start on.....and conclude on.....

To assist with reducing the time taken to complete these works, please ensure that sufficient access is made available at all times. Specific arrangements can be made by request for anyone who uses their garage on a frequent basis.

If you would like any further information, please call .....on direct line 01305 214052.

Thank you in advance for your kind co-operation.

Yours sincerely

**Name**  
**Job Title**  
Direct line



EXAMPLE ADVICE LETTER ONLY

Dear

**External Paint and Repairs Programme**

We have pleasure in confirming that your home is to be included in the above programme, which will involve the painting and repair of previously painted outside surfaces.

Magna Housing Association's Building Services department will be carrying out the work which is due to start week commencing .....and, weather permitting, should take between 2 to 3 weeks to complete.

Please could you ensure that sufficient access is made available at all times by removing plant pots, garden furniture, etc. which will assist us in reducing the time taken to carry out the work.

If you would like any further information, please contact .....on direct line 01305 214052.

Thank you in advance for your kind co-operation.

Yours sincerely

**Name**  
**Job Title**  
Direct line

EXAMPLE ADVICE LETTER ONLY

Date

Name  
Address

Dear

**Cavity Wall Insulation**



We are writing to you about the start of a works programme to install cavity wall insulation in Magna Housing Association properties. The programme started in November 2009 and surveys are due to be carried out by assessors from Dorset Energy Advice Centre.

You will need to contact Dorset Energy Advice Centre on (01202) 307415 to book a survey appointment which should take around 15 minutes and you will need to be in when it's carried out.

We understand that some properties may already have cavity wall insulation but, to ensure confidence that a property is not excluded, have kept these Magna homes on our works programme.

The assessors visiting are Peter Bywater, Martin Samuels or Alan Plumridge and they will be wearing an identification badge so you can verify who they are.

The installation of cavity wall insulation will keep your home warmer in winter, cooler in summer and reduce your fuel bills.

Magna Housing Association is committed to helping our tenants and the wider environment through these programmes and is specifying the installation of grey bead cavity wall insulation, which is manufactured using less energy than other products and is one of the highest performing thermal insulation materials available.

If you have any queries regarding this works programme, please contact Austin Sheppard at Dorset Energy Advice Centre on (01202) 307415 or me on my direct line (01305) 214058.

Thank you in advance for your participation in this programme.

Yours sincerely

*Roy Price*

**Roy Price**  
**Project Manager**  
Direct line 01305 214058

DRAFT ONLY



EXAMPLE ADVICE LETTER ONLY

Date

Dear .....

**Planned kitchen and bathroom refurbishment - cancelled**

Thank you for contacting us to say that you do not want the kitchen and bathroom in your home fully refurbished.

As promised in our telephone conversation, this letter is to confirm that your home has now been removed from this planned programme of works.

We have advised our partnered contractor, ....., and their customer liaison officer, ....., will contact you personally and also ask if you could sign a form to confirm this is as you have requested.

If you should require further information, please do not hesitate to contact me on my direct line below.

Thank you again for contacting us.

Yours sincerely

**Name**  
**Job Title**  
Direct line



EXAMPLE ADVICE LETTER ONLY

Date

Name

Renal Social Worker  
Adult and Community Services  
Dorset County Hospital  
Dorchester  
DT1 2JY

Dear Name

**Your reference .....**  
**Magna resident's name and address**  
**Temporary accommodation**

Thank you for your letter enclosing Dr .....’s medical report which we received on.....to recommend that our resident is found suitable temporary accommodation during major works in her home due to critical health reasons as noted.

Further to our telephone conversation, this is to now advise that our project manager has instructed our contractor to reschedule the start date for these works so that we have time to arrange this.

We can also confirm today that the customer liaison officer on site has given us the revised start date of.....and is now endeavouring to source suitable decant accommodation as recommended by Dr .....as requested by our resident.

If there are any updates or changes, we shall of course let you know.

In the meantime, should you have any further queries, please contact me on my direct line below.

Thank you in advance for advising all parties concerned.

Yours sincerely

**Louise Vincent**  
**Contracts Administration Manager**  
**Technical Services**  
Direct line 01305 214051



EXAMPLE ADVICE LETTER ONLY

Date

Name and address

Dear



**Periodic Electrical Inspection**

Please be advised that a periodic electrical test and inspection is due to be carried out in your home.

Our appointed contractor, Wessex Electrical, will contact you directly to arrange a convenient time and date for this to be done.

Wessex Electricals employ qualified electricians and, when the periodic test and inspection is completed, report back to us any follow on electrical work which may be identified.

Please be assured, should any follow on work be reported back to us, the necessary remedial or other electrical repairs identified will be scheduled in to a planned maintenance programme next year from April .....onwards.

It is important that this inspection is carried out both from a health and safety aspect and to comply with current legislation.

The average time for a full inspection to be completed is up to three hours and the electricity will be isolated in your home for a short period (so that tests can be performed).

If you require further information, please do not hesitate to contact me on my direct line below.

Yours sincerely

*Roy Price*

**Roy Price**  
**Project Manager**  
**Technical Services**

Direct line to administration 01305 .....

# Appendix A



## Replacing the kitchen

When we replace the kitchen, we normally have to carry out work to the electrical system, which may affect other areas in your home.

- Before we fit a new kitchen in your home, our **contractor** will visit you to discuss, agree and design the layout for you.
- We will decorate, and you will have new wall tiles and floor coverings, in one of the colours of your choice from the selection provided.

The actual work involves removing all existing wall tiles, flooring, worktops and kitchen units. Any damaged plaster will be made good and additional electrical sockets will be installed if required. We will then install the new kitchen units and worktops which you have chosen. The kitchen is fitted once a new slip resistant vinyl flooring is laid and the walls are tiled and decorated.

We will provide the following electrical installation:

- four socket outlets above the work surfaces
- if you have a washing machine and a tumble dryer below the work surfaces
- one electric cooker point



**BEFORE the work starts** it would be appreciated if you could make arrangements to move and pack away all the items within your kitchen cupboards so they are empty when they are removed by the contractor. It would be best to store the contents of your kitchen cupboards in your living room because we will need access to the whole kitchen and hallway.

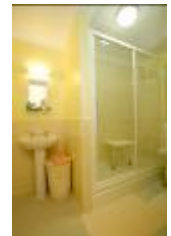
You will not be expected to move any appliances (such as your cooker, washing machine, fridge, etc) as this will be done on your behalf putting them in safe storage. The contractor will give you a 'resident information pack or booklet' at your consultation to answer the most frequently asked questions when we carry out this type of work.



**AFTER the work is complete** the new kitchen units will be clean but you may wish to wash them before you replace your utensils and food.

*Subject to prior survey of your home, if the kitchen and bathroom are due to be refurbished these works will be carried out at the same time.*

## Appendix B



### Replacing the bathroom

When we replace the bathroom, the work involves the complete removal of the existing bathroom suite and adaptation of the waste and water pipes.

The new bathroom suite will then be fitted including an over bath shower.\*

- We will decorate, and you will have new wall tiles and floor coverings, in one of the colours of your choice from the selection provided.

We will provide:

- a new bath, toilet and wash hand basin;
- improved ventilation;
- a shower over the bath with thermostatic mixer valve;
- a new pull switch to work the lights;
- new wall tiles and floor coverings;
- a dual flush system for your toilet that will help save water

\* If we have arranged for an Occupational Therapist (a specialist) to assess your specific bathing needs, we would incorporate the necessary adaptations within these works.

**BEFORE works start in your home** it would be beneficial if you could arrange to pack up everything from the bathroom which may include fragile items such as ornaments, china,

pictures, mirrors and so on, and store them away from the work area. It is best if you leave these packed away until we have finished all the work.

During the work, every effort will be made to ensure that at the end of every working day mains water will provide you with a supply of cold water including the continued use of the toilet.

## Appendix C



### Upgrading the **central heating; new installations and switching the type of (heating) fuel**

After consulting with you, we will give you the most up-to-date, fuel efficient heating system that is appropriate to your home and fuel supply available. We will also give you advice and support on how to get the best from your heating system and reduce your fuel bills.

Generally heating work can affect every room.

We want to make sure that:

- when we finish the work, your home has the best energy efficient system we can provide;
- you are comfortable with the system and know how to control it;
- you can afford to use it; and
- the system is safe.

We will also give you information on saving energy.

The work can be very disruptive and we will visit you to discuss the type, design and layout of your heating system.

**The type of heating you will receive:**

- We will either
- a) replace an existing system with modern, efficient gas heating; or
  - b) replace your electric or solid fuel heating system with gas or oil depending on what fuel is available or with new technology electric.

Generally, the installation of the new heating should take no longer than 3 to 4 working days and the necessary builders work (which includes the removal of the defective heating system and/or 'making good' the areas affected by the installation of the new system) should be completed two weeks from the start date.

To improve energy efficiency and to reduce heat loss, we block up any fire places and 'make good'.

## Appendix C



### Upgrading the **central heating; new installations and switching the type of (heating) fuel**



**BEFORE the work starts in your home**, please can you ensure that rooms, hallway and landing are accessible for the contractor to carry out the necessary work.

Some carpets may have to be lifted to carry out the work but generally this will be on the first floor (where new pipe work will be installed). If carpets are grip fixed, the contractor will lift and refix them on completion of the pipe work.

Please note \* if your carpets are foam backed or stuck down you will need to arrange for them to be lifted **before** work starts.

*We can not be held responsible for any damage which may occur to foam backed or stuck down carpets which have not been lifted before the works starts.*

**The contractor** will show you how to use the new boiler showing you how it works and leave you with an operating manual.

## **Appendix D**



### **Loft insulation**

If you have a loft space in your home, we will check it to make sure that you have the current standard of loft insulation.

This will make sure that you are using your heating systems as effectively as possible and to reduce the amount you have to pay for fuel.

We would ask you to make sure that the loft area is clear for the contractor to carry out the work.

When we have finished the insulation work, we strongly advise that you do not enter or use the loft space for storage because:

- a) The ceiling rafters will be hidden; and
- b) squashing or removing the insulation will reduce its thermal qualities leading to higher fuel bills.

It is important that the loft insulation covers the whole roof area to achieve maximum benefit.

*We will top-up loft insulation where required if we are carrying out re-roofing works to your home.*

## Appendix E



### Electrical work

We carry out a periodic electrical inspection of your home every 8 years (or when the property is empty which may be sooner). Once the inspection has been completed, any remedial works are then scheduled in to the following year from April onwards.

The electrical test will identify where a current installation does not fulfil our standard specification or current electrical regulations.

The work will vary considerably in some properties and the work required will be explained to you by the contractor along with the timescale to complete the work.

The time for the work to be done depends on the type of electrical installation in your home but the usual time is no longer than five working days. The work will start each day at 8.30am and finish at 5pm. Work outside these hours or at weekends will only be undertaken with your prior permission.

Where possible, the cables will run into the floor and ceiling spaces with existing conduits being used for vertical drops. Where this is not possible the cables will run in mini-trunking on the surface (except when a full re-wire is carried out where we will try to conceal the cabling).

Where rooms have fitted carpet, this will be carefully lifted and protected whilst the works are in progress. Once the work is completed, the carpet will be re-laid as it was previously but, due to the nature of foam backed carpet, we or our contractor can not be held responsible for any likely damage to the backing.



Please contact the **project manager** if you are worried about anything.

## Appendix F



### Repairing or replacing the roof

#### Refurbishing the roof

We will decide whether to repair or replace your roof when we have checked its condition.

We will make sure that any repairs will last another 30 years.



A replacement roof covering will include:

- new tiles or slates;
- new breathable and water proof under felt or 'membrane';
- adequate ventilation;
- chimney work removal / repointing / rebuilding as necessary;
- new lead flashings to the chimney (if these apply);
- new fascia boards and soffits;
- replacement gutters and rainwater down pipes; and
- new 'top up' loft insulation.

#### Car ports and conservatories

If you have built a car port or conservatory without our permission, this may cause access problems if we have to put up scaffolding. The **project manager** will discuss this with you if we have any difficulties. The contractor will let you know if you know if they are due to remove the satellite dish or other aerials (and usually these are temporarily located on the scaffolding during works and put back when the scaffold is taken down).

**Before the work is due to start.**

Please arrange to pack up everything in the loft space as advised by the **contractor's supervisor**. If you do not remove items this may delay the work. The **contractor** will not be responsible for damage of any items which are left.

- Remove any items outside your home that are directly next to the property (such as garden furniture), protect or remove plants and any obstructions that will restrict access (such as vehicles, caravans and so on).
- Please contact the **contractor** or **project manager** if your are worried about anything.



## Appendix G

### Replacing windows

When we replace windows in your home, it will only affect the immediate area around the windows.

Generally, it should not take no longer than two days to replace windows. We will replace any window that we remove during the same day, leaving your home secure. Generally, we fit double glazed uPVC windows in white with security locks. The new windows will reduce noise and draughts and be more energy efficient, saving you money.

We may need to put up scaffolding to replace windows and we will let you know about this beforehand.



**BEFORE the work starts** please make sure your windows are clear of any personal items and that you remove any curtains or blinds. Please also make sure that your downstairs windows are not obstructed from outside.

**AFTER the work is complete** generally, no decorating will need to be done. The contractor will install 65mm (2½ inches) wide plastic liners to the inside wall and at the top of the window and this should cover any minor damage that may have occurred to your wall paper, plaster or paint work. The window sills will also be covered with white plastic capping. The contractor will make every effort to carry out work with the minimum of disturbance to the decoration around the windows. If the plaster on the wall nearest the window is disturbed (which can sometimes happen) all the unsound plaster will be removed by us, new plaster applied and it will then be your responsibility to re-decorate.

*Please note that it may be beneficial for you to check your household contents insurance as there may be a reduction in cost when double glazed lockable windows are fitted in your home.*

Please contact the **project manager** or **contractor** if you are worried about anything.

## **Appendix H**



### **Replacing doors**

When we replace the outside doors in your home, it will only affect the immediate area.

We will replace any door that we remove during the same day, leaving your home secure.

Your new doors will meet the standards of 'secure by design'. This is a standard acceptable to the Association of British Insurers and the Police service.

Once your door has been measured and your customer choice of colour and style has been made, installation of the new door(s) will be booked directly by the contractor once the door has been ordered and is in stock (which is normally 6 to 8 weeks later).



**BEFORE the work starts** please make sure that the areas around the outside door(s) are clear of personal items and that you remove any door coverings such as curtains or blinds.

Please contact the **project manager** or **contractor** if you are worried about anything.

## Appendix I



### Replacing fencing and boundary walls

Where required, we will replace any gates, fences and boundary walls if we are responsible for them.

We will not maintain any plants or vegetation associated with the boundaries of your home. If appropriate, we will supply temporary fencing when we are doing the work.



**Before the work starts** you will need to remove everything from around the fence and boundary areas that will be affected. The **contractor** can give you advice. If

you do not remove items, this may delay the work. The contractor will not be responsible for damage to items that you do not remove.

Please move any items outside your home that are directly next to the boundary areas (such as garden furniture), protect or move plants and move any obstructions that will restrict access to the property (vehicles, caravans and so on).

Please make sure the areas around the boundaries are clear ready for us to start the work.

Please contact the **project manager** if you are worried about anything.

## Appendix J



### Decorating outside

During the work, please allow the **contractor** in to your home to carry out the work.

- Open shed doors and windows where necessary, including any sheds and outhouses.
- Provide a clear space around areas which need painting.
- Allow the paint to dry before you close doors or windows.
- Remove any valuables from areas that may be damaged while paint is drying.
- Remove or protect any curtains or blinds from areas that are going to be painted.

- Remove, prune or tie back any plants, creepers, bushes and so on, which are growing against fences or walls which are going to be painted.

Before we start painting, the **contractor** will inspect the property and arrange to carry out any necessary repairs to allow them to then paint outside your home.

Generally, the work will include the following, but this may vary from home to home.

We will:

- Clean out gutters.
- Clean uPVC rainwater goods, soil vent pipes, cladding, windows, soffits and fascia.
- Prepare and paint all previously painted surfaces.
- Prepare and varnish or stain to previously stained or varnished surfaces.

We will paint all previously painted barge boards, fascias, soffits, windows and door frames white. Barge boards, fascias and rafter ends that have been previously painted in dark colours will be painted the same colour. If appropriate, we will offer you a choice from the selection of colours available for doors.

**Appendix**



## Works to shared areas

If your home is in a block of flats, on a sheltered scheme or you share facilities, there are times when we will carry out work to the common areas and facilities.

This could include maintaining lifts, door entry systems, fire alarm systems and/or emergency lighting and decorations in shared areas.

We may need to access your home to carry out this work but we will let you know when this is necessary.

Generally, this type of work is less disruptive than other work we do inside your home. However, we will always advise and consult with you on the work we want to carry out.

We will tell you the following:

- How long it will take
- What effect it will have on you
- What services will be out of action and for how long
- How we can work together to make sure the work is completed efficiently and to the right quality

If we need to replace a lift, we will consider residents who can not manage the stairs while the work takes place.

Before we do this type of work, we will consider the individual needs of the residents and take account of these when planning the work.



## **Common questions**

**What happens to my fridge/freezer when the kitchen is replaced?** This will be moved to a temporary location within your home and we ensure that it is connected for the duration of the work and then put back when the kitchen is complete.

**Can I have a shower installed (instead of a shower over the bath) when you replace the bathroom?** Yes, if this was identified during the consultation process and the project manager

may ask an Occupational Therapist to visit you, a qualified specialist able to assess you in your own home, and if they report back to us what work needs to be done to best suit your specific bathing needs.

**Will I have to remove first floor carpets before you upgrade central heating or electrics?** Some carpets may need to be lifted but generally on the first floor (where new pipe work will be installed) if carpets are grip fixed the contractor will lift and refix them on completion of the pipe work. If your carpets are *foam backed* or *stuck down* or you have *laminated flooring*, you will need to arrange for them to be lifted before the work starts. We can not be held responsible for any damage which may occur to foam backed or stuck down carpets or laminated flooring which has not been lifted before the work starts.

**How long does it take to replace upgrade or install new central heating?**

Generally, the installation of a new heating system should take no longer than 3 to 4 working days. After the new system has been installed in your home, the contractor will book in the necessary builder's work (which is carried out afterwards and is usually to remove the old heating system and/or to 'make good' the areas in your home affected by the installation of the new system) and this should be completed within two weeks of the start date of work.

**Will the solid fuel fire remain if you fit an oil or gas central heating system?** No. As part of the heating upgrade, we will remove the solid fuel system including the appliance.

**When my loft is insulated, can I still use it for storage?** No, you will not be able to use your loft space for storage once we have insulated it.



## **Common questions**

**Can I have a cat flap in my new door?** We do not fit cat flaps in new doors but, if you have a cat flap in the existing back door, upon your request, we will fit the new back door only with a cat flap.

**If I have a problem when the work is finished, what do I do?** Please contact our free phone repairs on **0800 358 6025** to report this.

**Will all trades persons working in my home carry identification so we know who's who?** All staff who work for us including our contractors (who are working for us) will carry a means of identification. This identification badge will state the person's name with a photograph, the company name and a contact name in case of emergency. If someone calls at your home that does not have identification and you are not happy with whom they claim to be **DO NOT LET THEM IN** and call us on freephone **0800 358 6025**.

**If the weather is bad, will the contractor replace windows.** No, under no circumstances will the contractor replace a window if it is raining, snowing or there are high winds.

**When electrical upgrade work is being done, will I have full use of the electrics at the end of the working day?** Every effort is made to ensure the whole of the electrical installation is in sound working order at the end of the working day. In some instances, however minor areas of the installation will not be available for use and in these cases will be in working order the next day.

**Who will clean up my home after the work is done?** We will ensure that the areas affected by carrying out the work are left clean and tidy and when a kitchen is replaced reposition and reconnect all your appliances.