

during the works. You are responsible for ensuring the safe storage of your belongings during the work.

Compensation for residents living in homes undergoing extensive work

Temporary move

Where you need to move out of your home temporarily for us to carry out work, we will pay any expenses incurred for the move, for example disconnection or reconnection costs, removal expenses etc.

Where we reimburse you for expenses you have incurred you must ensure that you provide us with a receipt for the money spent.

Permanent move

Sometimes we may need to move you to another home permanently. Where this happens we will pay reasonable expenses as outlined above but will also pay you a statutory home loss payment.

Where we pay a statutory home loss payment we will deduct any debt, for example rent arrears or rechargeable repairs, that you may have with the Association first and pay you the balance.

We will advise you of your eligibility for these

payments and how these payments should be claimed as part of the consultation process.

If you feel this service guarantee has not been met, please contact the Repairs Desk on 0800 783 0496 where a member of staff will be pleased to help you. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will apologise, rectify them and do our utmost to ensure they are not repeated.

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

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MAJOR WORKS



Estuary is a housing association with Charitable Status

Service Guarantee 8

This leaflet tells you about the standards that we aim to achieve in providing a customer focussed service to carrying out major work and applies to tenants.

Our Guarantee

- We will provide trained and knowledgeable staff who will be available to discuss planned works during our opening hours.
- With the help of residents, we will develop and maintain a Contractors' Code of Conduct.
- We will employ reputable contractors and ensure all contractors comply with the Contractors' Code of Conduct. All staff and contractors will wear identification badges.
- We will monitor the performance of contractors against established performance indicators and make the information available to the Federation of Estuary Residents and publish it in our newsletters.
- We will ensure cost-effective and high-performance materials are used.
- We will carry out the necessary surveys to ensure your home is well maintained and that it meets (and where possible exceeds) the decent homes standard.

- We will ensure that you and your home are treated with care and respect during the work and keep disruption to a minimum.
- We aim to complete all work within a reasonable time scale and inform you of any delays in starting or completing the work.

Before the work is carried out

- An inspection will take place before the work starts.
- You will receive contractor details and an expected completion date.
- For kitchen replacements, we will offer you the choice of the following; kitchen cupboard door finishes, worktop finishes and floor covering colours.
- We will assess the kitchen layout and discuss with you the possibility of any improvements. Where substantial changes to a kitchen are proposed, we will produce a drawing showing the revised layout for your approval before work starts.
- We will agree with you work that may be needed following installation of heating or electrical work, for example, taking up and relaying carpets.

During the work

- We will inspect progress and wherever possible invite residents to be involved in the inspection.
- At the end of each day, we will leave you with working cooking facilities, electricity and a supply of mains fed drinking water.
- We will be available during normal office hours to answer any queries you have and resolve any problems.

Following the Works

- We will visit you to make sure the work has been completed to the specified standard. Where the specified standard is not achieved we will rectify the problem within a reasonable time-scale.
- We actively seek feedback on satisfaction. You will have already received a satisfaction questionnaire. Please help us to improve our service by getting involved.

Your Responsibilities

- Please ensure you are available on the dates and times that have been mutually agreed.
- Please remove all valuable and breakable objects from furniture that must be moved