

- We will actively seek feedback on satisfaction. You will receive a satisfaction questionnaire with a freepost envelope attached. 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. You are responsible for ensuring the safe storage of our belongings during the work.
- Please remove all valuable and breakable objects from window ledges and sills during the works.
- Please keep pets and children away from wet paintwork and do not close doors and windows until the paintwork is dry.

*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 mistakes are made 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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#### **Estuary Housing Association Ltd**

Registered and Head Office:

10 Coopers Way  
Southend-on-Sea  
Essex, SS2 5TE

Tel: (01702) 462246 Fax: (01702) 616716

dhs@estuary.co.uk  
www.estuary.co.uk



# REDECORATION WORKS



***Estuary is a housing association with Charitable Status***

***Service Guarantee 7***

This leaflet tells you about the standards that we aim to achieve in providing a customer focussed service to cyclical redecoration and applies to all our residents.

### **Our Guarantee**

- We will provide trained and knowledgeable staff who will be available to discuss cyclical redecoration works during our opening hours.
- With the help of residents we will, develop and maintain a Contractors' Code of Conduct. All staff and contractors will wear identification badges.
- We will employ reputable contractors and ensure all contractors comply with the Contractors' Code of Conduct.
- We will monitor the performance of contractors against established performance indicators and make this 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 redecorate externally, all homes at least every 7 years.
- We will redecorate internally, all communal areas at least every 7 years.

- 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.
- We will not undertake external redecoration work during adverse weather conditions and in particular not between November and February. Rain and severe weather can cause delays in starting or completing work. We will keep you informed.

### **Before the work is carried out**

- We will contact you at least 1 week before commencement to arrange a mutually convenient start date. Painting work is likely to take a minimum of 3 days to complete.
- Where painted, we will offer you a choice of colours from a palette for external doors and rendering.
- For internal communal areas, we will consult you on colour options. Where there is an equally split opinion, we will decide.

### **During the work**

- We will inspect progress and wherever possible invite residents to be involved in the inspection.

- We will undertake minor repairs, if required, to:-

Chimneys  
Parapets  
Roof coverings  
Soffits  
Fascias  
Windows and frames  
External doors and frames  
Rainwater goods  
Rendering  
Paths  
Fences  
Brickwork  
Gates

- We will renew any failed sealed double glazed units, wash down any plastic items such as windows and clear out all gutters as part of the redecoration works.
- We will take reasonable measures to protect your belongings.
- We will be available during normal office hours to answer any queries you have and resolve any problems.

### **Following the work**

- 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.