



SERVICE STANDARDS **15**

IMPROVING YOUR HOME



OUR VISION

Great communities, excellent services, inspiring people.

We are committed to making sure our estates are maintained to a high standard and are places where people want to live. This leaflet sets out our service standards for maintenance and improvements to your home. It explains the services we provide and the standards you can expect from our staff, partners and contractors. There are also repairs that we expect you to do, such as repairing, maintaining and replacing fencing and gates. More details of the repairs you need to do are given in your tenancy agreement.

We have developed these standards with our customers and we will use a number of ways to monitor how well we are doing, by publishing the results of our surveys on our website and in our 'News from Six' magazine.

OUR COMMITMENT TO YOU

We will look after your home by doing the following:

- Repairs (when you call our repairs helpdesk to report a fault or damage);
- Maintenance work to prevent problems; and
- Improvement work to bring your home up to decent, modern standards.

IMPROVEMENT WORK

Improvement work includes making your home more comfortable and attractive by installing new kitchens, bathrooms, heating, roofing, loft insulation, fitting new UPVC windows and doors.

Before work on your home starts

We will do the following:

- Tell you how we plan to spend our yearly budget;
- Tell you during the year if your home is included in a refurbishment scheme;
- Publish current and future programmes of work on our website;
- Publish current programmes of work in our 'News from Six' magazine;
- Carry out a survey to identify any individual needs before work starts in your home. This may include respite facilities or care needs and for an occupational therapist to check for bathing needs, an adapted kitchen and so on; and

- Offer you, where possible, a choice of colours and styles for some improvements.

During work on your home

The following tells you what will happen during work on your home:

- We will send you an introduction letter telling you who will be working on your home;
- We will do a final check on the condition of your kitchen, bathroom and heating system. If we are going to replace your kitchen, a kitchen designer will design it with you;
- You will get an invitation to an open day where work on your home will be confirmed. You will also have the opportunity to make choices about work where possible;
- You will get a residents' handbook and safety manual, and before we start work your resident liaison officer (RLO) will carry out an induction. They may take photos of work areas, and will discuss how you should prepare for the work. If you have not already made your choices, you will be given the chance to do so;

- We will send you a letter around 14 days before we start work, giving you a provisional start date (this date may change);
- You will get a letter around seven days before work starts confirming the exact start date;
- 24 to 48 hours before work starts on your home, a member of the site team or your RLO will visit you to make sure that you have made all the preparations for the work to start; and
- We will do the work on your home and your RLO will visit you regularly.

Basic checks

To avoid any inconvenience while we are carrying out work in your home, the contractor will check the following at the end of each day:

- Your hot water supply is working;
- Your gas supply is working;
- Your electricity supply is working;
- Your central heating is working;
- Your fridges and freezers are plugged in; and
- Your windows and doors are shut and locked.

If any of these are not working, please report to the workers or to your RLO.

Remember, a member of the site team will call at the end of every working day while we are doing major work in your home.

Working together in your home

By working together, we can reduce the amount of disruption to your home. We know you expect the highest level of service and that you are entitled to hold us to our promise. At the same time, we need you to help the work to your home go as smoothly as possible.

THE STANDARDS YOU CAN EXPECT FROM US

We will do the following:

- *Treat your home with respect;*
- *Tell you about all the issues that affect you;*
- *Consider any personal issues and arrangements (for example, disabilities, pets and if you work night shifts);*
- *Not start work before 8am or finish after 5pm unless you agree to it;*
- *Keep appointments;*
- *Not swear or smoke in your home;*

- *Tell you at least one day before (if possible) if we cannot keep an appointment;*
- *Use clean dust sheets or PVC protective floor film (or both);*
- *Help you move heavy furniture or other items, if necessary;*
- *Remove all rubbish caused by the work;*
- *Not leave you without services longer than necessary;*
- *If children under 16 are in your home we will only go in if there is a responsible adult present;*
- *Carry out work to a high standard;*
- *Make sure you can get in and out of your home at all times; and*
- *Deal with all complaints fairly.*

WHAT WE EXPECT FROM YOU

We expect you to do the following:

- *Keep appointments and let us into your home;*
- *Tell us as soon as you know you can't keep an appointment;*
- *Reply quickly when we send you letters about appointments;*

- *Be ready for the work to be done in your home (for example, you should empty kitchen cupboards, remove personal belongings and so on);*
- *Make sure children are accompanied by a responsible adult at all times;*
- *Keep your pets and children safe by keeping them away from the areas we are working in;*
- *Be considerate to all our staff;*
- *Understand that sometimes there will be disruption and things may not always go to plan; and*
- *Fill in and return any questionnaires we send you about the quality of the work.*

After the work is finished

We will do the following:

- *Inspect your home after we have completed all the work;*
- *Give you advice on how to use any new systems we have installed;*
- *Make sure your home and garden are left clean and tidy;*
- *Check that the work has been done to the right standard;*
- *Ask you what you think about our service and the work; and*
- *Do customer satisfaction surveys when the work is finished and publish the results.*

General help and advice

We will do the following:

- *Offer the help of a technical team who can give you advice if you have any concerns about your home, dampness or any other building related problems;*
- *Give advice and information on making changes and improvements to your home yourself;*
- *Respond to tenant and leaseholder requests to carry out home improvements within 20 working days;*
- *Respond to requests for help and advice, including home visits about the structure of your home, dampness and other building-related problems within 20 working days (depending on how urgent the problem is);*
- *Offer the help of an energy efficiency officer who can give you advice and information about saving energy around the home and keeping your home warm and comfortable;*
- *Respond to requests for help and advice, including home visits about energy-saving advice, within 20 working days;*

- Offer the help of a project officer for tenants whose home is part of an improvement or regular programme;
- Help tenants who are being temporarily rehoused during improvement work in their homes, including help to remove and store belongings;
- Work with tenants, constructor partners and architects to solve problems as quickly as possible;
- Prepare and speak to you about our programme of regular and improvement work;
- Publish our programme of regular and improvement work each year;
- Publish the results of our customer satisfaction surveys relating to regular and improvement work each year;
- Hold a repairs, maintenance and improvement event each year;
- Hold an open day for tenants and leaseholders before starting any major improvement work on your estate; and
- Tell the Tenants and Residents Associations about regular and improvement work every year.

CUSTOMER CARE AND COMPLAINTS

Please see our separate leaflet for full details about our service standards for customer services.

If we do not meet our standards or you think we could improve the service we provide, please let us know. For more details on how to make a complaint, please see our complaints leaflet.

We would also like to hear from you if any of our staff have provided you with an excellent service.

HOW TO CONTACT US

There are a number of ways you can contact us.

BY PHONE

- If you have a question about housing, phone **0161 686 8000**. You can phone us from Monday to Friday from 9am to 5pm.
- If you want to report a repair, phone **0808 144 5368** (calls are free from a landline) or **0161 686 8368**. You can phone us from Monday to Friday from 8am to 5pm.
- If you want to report an emergency repair, phone **0808 144 5368** at any time.
- Fax us on **0161 764 5078**.

BY VISITING US

You can call into the office at:

Six Town Housing, Point Blue, Moor Street, Bury BL9 5AQ.

Our office is open Monday to Friday from 9am to 5pm.

ONLINE

You can visit our website at: **www.sixtownhousing.org**

You can e-mail us at: **enquiries@sixtownhousing.org**

You can also use the free phone at the following council buildings.

Radcliffe: 7 Whittaker Street, Radcliffe M26 2DT

Prestwich: Longfield Centre, Prestwich M25 5AY

Whitefield: Whitefield Library, Pinfold Lane, Whitefield M45 7NY

Ramsbottom: Ramsbottom Library, Carr Street, Ramsbottom BL0 9AE



SIX TOWN
HOUSING

www.sixtownhousing.org
enquiries@sixtownhousing.org
Tel: 0161 686 8000

If you require this document in another language, please contact
Six Town Housing on 0161 686 8000.

إذا أردت نسخة من هذه الكراسة بلغتك الخاصة، أو بالحروف الطباعية الكبيرة، أو على شريط كاسيت صوتي، أو على قرص الكمبيوتر، يرجى الاتصال بقسم الإسكان في "سيكس تاون" - Six Town Housing على الرقم:
0161 686 8000

若你希望得到本手冊的中文譯文、大字印刷本、錄音帶或用電腦軟盤儲存的電子版本，敬請聯絡六鎮住房協會（Six Town Housing），電話號碼：0161 686 8000。

اگر میل دارید نسخه ای از این بروشور را به زبان خود، یا با چاپ درشت، یا بصورت نوار ضبط صوت یا دیسک کامپیوتر دریافت کنید، لطفاً با Six Town Housing به شماره زیر تماس بگیرید 0161 686 8000

Si vous désirez obtenir un exemplaire de cette brochure dans votre langue, en gros caractères, sur cassette audio ou disque compact d'ordinateur, veuillez contacter l'organisation Six Town Housing au 0161 686 8000.

W celu uzyskania kopii tej broszury w swoim języku, dużym drukiem, w postaci nagrania lub dysku komputerowego, prosimy kontaktować się z Six Town Housing pod nr tel. 0161 686 8000.

اس کتابچے کی کاپی اگر آپ کو اپنی زبان میں یا بڑے حروف کی چھپائی، سننے والی ٹیپ یا کمپیوٹر ڈسک پر درکار ہو تو برائے مہربانی 'سیکس ٹاؤن ہاؤسنگ' سے فون نمبر 0161 686 8000 پر رابطہ کیجئے۔

You can get summaries in larger print, in Braille
and on audiotape  and on disc.

