

# Repairs, Improvements and Regeneration Service Standards



WPH













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audio or a different language call 0151 606 3000

# Repairs, Improvements and Regeneration Service Standards

## Repairs Service Standards

### When you report a repair, we will:

-  Ask for your name and address.
-  Agree a password with you for when our technician attends your home if you feel you are vulnerable.
-  Ask for details of your repair, to identify the problem and allocate the most appropriate technician to issue the work to.
-  Determine how urgent the work is and make a convenient appointment with you to carry out the work, either am or pm Monday to Friday, evenings Thursday or am Saturday.
-  Give you a job number for future reference and the target date for your repair.
-  Send you a text message confirming the appointment.
-  Adhere to the WPH Code of Conduct.
-  Keep you informed if we have to alter arrangements or if the work is going to take an extensive period of time.
-  Send a maintenance manager to pre-inspect the problem and discuss and explain what needs doing and arrange an appointment and raise the works order.
-  Complete the repair right first time.

Prioritise your repair into one of the following four categories

1. Emergencies: Any health, safety or welfare issue attend within 2 hours and complete within 24 hours. Examples include loss of power, water supply or major water leaks, person/s trapped in passenger lifts, Communal Entrance Door wont open, Fire Alarm failure, report of fumes and total loss of heating for vulnerable residents.

2. Priority 1: Attend and complete within 24 hours. Examples include, defective passenger lift, defective door entry system or communal entrance door, defective Fire Alarm system, no hot water/heating, partial loss of power or water, air locks, blocked main drains or toilet blockages where your home only has one toilet or urgent roof leaks.

3. Priority 2: Attend and complete within seven days. Examples include replacement of minor/major component parts on all mechanical/electrical installations and roof leaks.

4. Priority 3: Attend and complete within 1 calendar month. Examples include the replacement/refurbishment of a mechanical/electrical installation such as a door entry system, Passenger lift, Fire Alarm installation or the installation of Full Central Heating. General joinery repairs, repairs to plasterwork and tiling, and cleaning gutters.

# Gas Services Service Standards

## We will:

- ✓ Notify you in writing in advance of the proposed service visit advising you who the Service Provider is and of the contact details within the WPH Gas/Maintenance team for any queries you may have.
- ✓ Ensure our Service Providers write to you confirming a fixed appointment date/time am or pm when the safety check visit is to be carried out at your home.
- ✓ Rearrange with you should the appointment date/time given be inconvenient to you and will provide contact details in the safety check letter.
- ✓ Attend on a further two separate occasions by appointment to gain access to carry out the safety check if access is not gained.
- ✓ Pursue access through the legal process in order to fulfil our statutory obligations if you do not allow access.

# Investment Programme Service Standards

## Prior to investment work commencing, we will:

- ✓ Notify you in writing in which year/phase each programme is due to be delivered to your estate.
- ✓ Notify you in writing before any surveys are due to be carried out at your home and give you an approximate timescale for when the surveyors will be in your area. (They will then make their own arrangements with you for access)
- ✓ Notify you in writing before each programme commences, about the work which is to be carried out in your home and who will be delivering the work on our behalf.

## Prior to work commencing, we will:

- ✓ Hold an open day to explain how contractors will carry out the work, what you can expect, what they will need you to do and to answer your questions and display the choices that will be available
- ✓ Approximately six weeks before the work is due to commence, make an appointment with you to carry out a detailed survey at your home, to take your choices, complete and agree any design work with you, establish and record any special needs you may have in relation to access, inform you about the work processes and programme and to answer your questions. You will be left with a copy of any design that has been agreed with you, a note of the choices you have made and an information handbook including contact details.



Notify you in writing (hand delivered by the contractor's Tenant Liaison Officer (TLO)) between 28 and 21 days before works are due to commence containing the following:

- Information about the contractor's responsibility to protect loose furniture and fittings.
- The contractor's responsibility to clean up at the end of each working day and to ensure that you are always left with services such as tv aerials, telephone connections, hot and cold water, toilet and cooking facilities, etc.
- The precautions you need to take while work is underway.
- What to do if you become concerned that the work is not being carried out as it should be.
- What you should do if problems occur.
- Health and safety precautions, particularly if there are children living at the property.
- Security measures while they work in your home.
- Safety of pets.
- The code of conduct you can expect from their workers while they work on your home.



Notify you in writing as a reminder that in seven days the work will be commencing at your home and will also provide information about:

- The proposed start and duration of the work that they will try to follow at your home.
- The nature of the works.
- Security issues particularly about identifying their staff and operatives.
- Daytime and out of hours contact numbers.
- Availability of their staff during the work.



Between 48 and 24 hours before work commences the contractors TLO and Site Manager will visit you to ensure you are ready for the works to start on the agreed date, to answer any questions you may have and to leave with you a copy of the daily work programme they will be aiming to follow at your home. They will carry out a condition survey using photos and video of your possessions to ensure that they remain in the same condition after the work is complete.

## **During the works, we will:**

- ✓ Keep in daily contact with you and advise you of any changes to the works programme at your home and deal with any concerns you may have about the work
- ✓ Offer a timed weekly drop in surgery at a convenient location which you can attend to discuss and resolve any problems you may have concerning the work.
- ✓ Produce regular newsletter updates about progress, health and safety and staff details so you know who's who and their role.
- ✓ Have a site manager available if you are unhappy with any response you get from the contractor about any concerns you have raised with them. They are also there to help the contractor to resolve any technical issues with the work and to ensure that the work is completed to a satisfactory standard and is snag free at the end of the job

## **At Completion and beyond, we will:**

- ✓ Inspect the work to ensure that it is snag free and you will be asked to sign a form to say that you are happy with all the work and the finished result.

- ✓ Provide you with a handbook containing any certificates relating to the work, information about the products and how to use them and the way to clean and maintain them where this is appropriate. You will also be given contact details if anything should go wrong with any of the work within the first 12 months after completion.
- ✓ Undertake a follow up visit 3-4 weeks after completion to ensure that you have no concerns or problems.

## **Regeneration & Development Service Standards**

Regeneration includes building new homes, providing solid, economic and environmental initiatives that improve and regenerate neighbourhoods as well as working with residents to create cohesive communities.

### **We will:**

- ✓ Notify you and explain the process in advance of our plans being publicised.
- ✓ Consult you and actively listen to your views regarding developments affecting your home.
- ✓ Give you the opportunity to influence the design of your new home and other improvement works.

- ✓ Notify you at least 10 working days before commencing work on your home.
- ✓ Provide you with in hours and out-of-hours telephone contact numbers.
- ✓ Measure satisfaction on all improvement works.
- ✓ Leave your home with essential services at the end of each day.
- ✓ Include tenant choices and extras whenever possible.
- ✓ Undertake remedial works to defects in your home.
- ✓ Keep you informed through newsletters and meetings
- ✓ Give you the opportunity to influence environmental improvements in your area.
- ✓ Actively seek out and develop good practice within service improvement.
- ✓ Leave your property clean and tidy.
- ✓ Pay you an allowance towards the cost of redecoration (where disturbance has occurred).

- ✓ Invite you to show houses, exhibitions and meetings to discuss the plans we have.
- ✓ Take responsibility for any damage or loss we cause. You should tell us straight away if you suffer any damage or loss as a result of work we do in your home.
- ✓ Make sure that contractors working on our behalf do so with consideration by, for example, not parking on grass verges or not blocking access points with their vans.
- ✓ We expect all contractors to respect your home and property and treat you with courtesy at all times. In return we ask that you treat contractors in a similar way.

### **If you apply for a Community Grant, we will:**

- ✓ Acknowledge your application within five working days
- ✓ Assess applications for under £5,000 within one month, or where this is not possible, we will advise you of the reason for the delay.
- ✓ Assess applications for over £5,000 within two months, or where this is not possible, we will advise you of the reason for the delay.

# Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে যোগা করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔