

# Improvement programme



Working with contractors, we will deliver an ambitious improvement programme that will turn our homes into places where people want to live at a price they can afford.

The improvement programme involves fitting new PVCu windows, new bathrooms and new kitchens, where needed.



## What improvements will be made?

A detailed Decent Homes survey will be carried out on all homes to see if improvement work is needed.



We have a seven-year programme, as promised at transfer, to bring our homes to Decent Homes standard. If homes already meet the standard and do not need improvements at this stage, we will carry out improvements in future years to ensure that all our homes continue to meet the standard.

If your home needs improvements, here's an outline of what we may do.

**Windows and doors** – we will fit new white PVCu windows and front and rear doors. The doors come in a range of colours and styles. We also fit new PVCu soffits, fascias and rainwater goods.

**Kitchen** – if your kitchen needs improvements you and the contractor will design a layout for the new kitchen together. You will be offered a choice of kitchen units, work tops, ceramic wall tiles, vinyl floor tiles and paint colours for walls.

**Bathroom** – if you need a new bathroom, you will get a new bathroom suite, a choice of three bath panels, a new toilet seat and a choice of vinyl flooring, tiles and paint colours.

**Electrics** – we may upgrade your existing electrics or rewire the property. We may also replace parts of your central heating system; this will depend on the age and condition of the existing boiler, pipework and controls.

**External improvements** – to help maintain and improve the look of our properties we will repair and redecorate any exposed timber or painted render and brickwork. This may include fences and gates.

**Major external repairs** – we will also carry out any major external repairs where we decide it is needed, such as re-roofing.

**Environmental works** – we are considering a programme of work to improve the environment in our communities. This may include changing the layout of estates or closing footpaths that cause security problems.

## Keeping you informed

Before we do any work on your home, we will carry out a survey to see if improvements are needed to reach the Decent Homes Standard. You will get notice in writing of when surveys will take place.

If work is needed, before it starts you will receive a letter telling you which contractor will be carrying out the work.

You will also be invited to an open day so you can meet staff and look at the choices available for kitchens, bathrooms and doors. You will be consulted about the choices available and work with the contractor to design your kitchen.

Once work has started, the contractor will have a tenant liaison officer on call to keep you informed throughout the improvements, answer any questions and ensure minimum disruption where possible. You will be given contact details for your tenant liaison officer.

A WPH site manager will monitor the contractors' performance and sign off properties when they are satisfied the work has been completed to our standards.

# Contacting us

Woodchurch Housing Office 0151 666 7001  
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002  
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003  
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596  
housingrepairs@wphomes.org.uk

Wirral Partnership Homes  
6 Europa Boulevard  
Birkenhead  
Wirral  
CH41 4PE  
Switchboard: 0151 606 3000  
Fax: 0151 606 3001  
www.wphomes.org.uk

# Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بنسخة مختلفة، 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 সরবরাহ হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে যোগাযোগ 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 ਰੂਪਾंतर, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriska 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۔

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# WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

