

# Information about cyclical decorations and repairs

## About cyclical decorations and repairs

We undertake a programme of internal and external cyclical decorations and repairs to your homes.

This work is done on a regular basis, generally between five and seven years. We assess the condition of a property and only carry out works where needed.

We consult you in advance about any work we expect to do, such as painting or window repairs and gutter clearance/ repairs.

We recognise that building work can be disruptive. When we carry out improvement works to your home, our aim is to deliver a high-quality service and in our dealings with you we will aim to:

- Work to the timescales set out in the service standards.
- Ensure that the service standards are consistently delivered and monitored.

## Before and during cyclical decoration and repair work

We will:

- take into account your specific needs
- we'll talk with all customers about any proposed improvements
- give at least two weeks' notice of any meeting
- tell you who the contractor carrying out the work will be and how to contact them
- work closely with our contractors to minimise the inconvenience and disruption caused by the building work
- give you a choice of wall colours in the communal areas
- respond to all your complaints and concerns promptly
- visit the site regularly to monitor the contractor's work
- only sign off the works when we are satisfied that everything has been fully completed.

## Contractors

Or contractors will:

- write to you to let you know when work will start and how long it is likely to take
- give you at least seven days' notice of when they need to go on-site
- keep you informed of progress before and during the work
- give you at least seven days' notice if scaffolding needs to be erected
- introduce key staff to you before work starts
- take down any scaffolding within seven days of the work being completed and quality checked
- wear identification badges and be polite and helpful at all times
- keep noise to a minimum, work safely and make sure that the site is left secure, clear and tidy at the end of each working day
- not use radios when working in and around your home
- keep all materials and tools in a safe location, not use your electricity, without asking permission and offering reimbursement
- inform you if we need to turn off services and how long they are likely to be off for, providing alternative heating, cooking, bathroom facilities, and drinking water facilities if necessary
- work only during the hours of 8am to 5pm, Monday to Friday and 8am to 1pm on a Saturday if required
- carry out works efficiently to British quality standards and guidance, to health and safety legislation and to ISHA policies and procedures
- ensure works are supervised in order that they achieve the necessary service standards and that the job is fully completed
- on completion of the cyclical decoration and repair works, we'll ensure that the site is left in a safe and tidy condition.

## Monitoring performance

We will monitor our performance by:

- Carrying out regular customer satisfaction surveys on completion of works, providing a pre-paid envelope with each survey.
- Regularly reporting and publishing information on our performance through newsletters, publications and on our website.
- Taking account of customer views when developing and improving our service through feedback from customer satisfaction surveys, tenant participation and learning from any complaints received.
- Inspecting a minimum of 10% of completed works for quality checks.
- Providing us with feedback through our questionnaire so that we so that we can continue to develop and improve our cyclical decorations and repair programme.

## Helping us

You can help us deliver the service you need by:

- Providing us with your updated contact telephone numbers.
- Letting us know if there is anything we need to be aware of such as disability or mobility issues.
- Controlling any pets whilst work is being carried out.
- Keeping children away from working areas ☒ Ensuring that as far as possible the area in or around your home where works are to be carried out is kept free from clutter ☒ Ensure that you keep to the appointment made.
- Making sure your valuables are kept secure at all times.