

DELIVERING OUR PROMISES TO YOU



WELCO

Improvements – What it means for you

Since April 2000, New Charter Housing Trust Group has been carrying out a programme of improvements to our properties based on the pledges made to you as part of the “Big Switch”

This booklet details how we will approach carrying out the remainder of our ten year programme of improvement works such as central heating installations, kitchen and bathroom replacement, rewires, environmental works and roof renewal.

We will do what is reasonable to provide copies of this booklet in alternative formats on request. If we encounter difficulties in meeting your request, we will discuss the best solution with you.

જો તમારે ભાષાંતર કરવામાં મદદ જોઈતી હોય તો, મહેરબાની કરી સ્ટાફના સભ્યને મળો.
در صورت نیاز به کمک ترجمه ای، لطفاً به یکی از کارمندان ما مراجعه کنید.
যদি আপনার অনুবাদের জন্য কোন সাহায্যের দরকার হয়, মেহেরবাণী করে কর্মীদের কোন সদস্যকে বলুন।

اگر آپکو ترجمے میں مدد کی ضرورت ہو تو براہ مہربانی عملے کے کسی ممبر کو ملیں۔

Si

vous avez besoin d'assistance avec cette traduction prière de contacter un membre du cadre.

Se precisa de alguma ajuda com esta tradução faz favor contactat um membro do quadro.

NEW CHARTER INTENDS TO

- Give you the opportunity to have a say about work carried out in your home
- Give you a choice wherever possible (such as colour, fittings, materials and so on)



- Carry out improvement work with minimal disruption
- Carry out work to the highest standards in the shortest time
- Quickly put right any problems

Our Service Standards

Before work starts, New Charter will:

- **Consult you and other tenants through newsletters, mail shots and meetings with local residents, New Charter +, other tenants' and residents' associations, and any other groups or individuals who have an interest in the works**
- **Appoint a named person who you can contact about the works**
- **Arrange personal visits to the homes of people with special needs**
- **Invite New Charter + and your local tenants group to attend project meetings**
- **Arrange regular meetings with your local tenants group, within easy reach of the works, before and during the work**
- **Write to all tenants affected by works and say what work will take place and when this is planned**
- **Continue to consult about any changes during the works**

Before work starts, the contractor will:

- Give you at least three working days notice before work starts in your home
- Remind you about any disruption the work may cause
- Advise you of any Health and Safety implications arising from the work

The tradesperson carrying out the work will:

- Only work between 8.00 am and 6.00 pm, Monday to Friday (unless we agree other arrangements with you)
- Show you an identification badge with a photograph before entering your home
- Wear a company uniform or suitable working clothes
- Not cause offence or harass you
- Keep any inconvenience to a minimum
- Work as quietly as possible





by the work

- **Not play a radio**
 - **Be polite and courteous**
 - **Take account of any special needs**
 - **Be sensitive to any upset caused**
-
- **Tell you what to do if you wish to complain**
 - **Not smoke or drink alcohol while working**
 - **Take reasonable precautions to protect furniture, carpets and fittings (including provision of dust sheets if necessary)**
 - **Make sure you have at least one safe entrance to your home while work is taking place**
 - **Make sure that at the end of each working day you have electricity, gas, hot and cold water, or provide temporary supplies if necessary**
 - **Make their own arrangements for refreshments and toilet facilities**
 - **Ensure that you have unobstructed access to the property**
 - **Not use your equipment for carrying out work or for cleaning up afterwards**



- **Clean up after the work and make sure all the rubbish is removed from your home at the end of each day. The operatives are to dust, sweep, vacuum and clean inside your property where necessary**
- **Make sure your home is safe and secure at the end of each day**

You can help by:

- **Following any warning notices the contractor may put up during the work**
- **Allowing the contractor to carry out the work without interruption**
- **Removing any ornaments and valuables from the work area**
- **Arranging access to your property with the contractor to enable the work to be carried out. The contractor will not be expected to work in a property without you or a responsible representative or the ability to contact you**
- **Ensuring children are safe, kept away from all works and that young children are supervised**



- Keeping children off any scaffolding and away from skips, **they are extremely dangerous.**
- Ensuring the well being and safety of your pets, by removing them from the work site.
- Providing an acceptable working environment in your property
- Disconnecting and re-connecting burglar alarms/security devices
- Moving your furniture/equipment/floor coverings to enable the work to be undertaken. Where this is not possible, due to your age or infirmity, and you have no support from friends or relatives, then New Charter will instruct its workforce to move items as necessary



.....

• When we write to let you know when the work will take place, we will also tell you what the work involves and any precautions you may need to take.

• We will also give you names and contact numbers of the staff members working on the project.

.....

When the work is finished:

- The person who carried out the work will show you how to use any new equipment and provide you with the operating instructions and any accessories (such as radiator keys, etc.)
- If you wish we can arrange for as representative from New Charter + to jointly inspect your property to make sure the work is satisfactory
- All building work is guaranteed. The duration of the guarantee will vary depending on the work done. Please make sure you tell us about any problems as soon as possible
- We will also ask you to complete a brief questionnaire to find out how well we dealt with the work in your home.



If you reply within 28 days, you will be eligible to enter our regular prize draw to win gift vouchers from a store of your choice

How do I complain?

If work is not carried out, is not done on time or is not to your satisfaction, or in the unfortunate event of damage to your belongings, please report the details to your named member of staff as soon as possible.



Improving our service

If you have any suggestions on how we can improve our service, please contact a member of staff, New Charter + or your local tenants' and residents' association.

Use this page to make notes of any issues you may wish to discuss with us



Property Services

Useful telephone numbers

New Charter Main Switchboard	0161 331 2000
New Charter Repair Centre (FREEPHONE)	0800 027 0828
Emergency Out of Hours Repairs (FREEPHONE)	0800 027 0828
New Charter+ Federation	0161 331 2333

Improvement Works contacts

Name

Number

.....

.....

.....

.....

.....

.....

.....

.....

Registered Office: Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT
tel 0161 331 2000 fax 0161 331 2001
www.newcharter.co.uk

