

INVESTMENT WORKS ASSET MANAGEMENT

We will aim to:

- Write to addresses identified at least 8 weeks prior to proposed contractor start on site date to arrange survey. Necessary immediate changes to our programme will be informed on a scheme specific basis.
- Confirm following survey if work is required in your home or not.
- Publish regular updates for customers from Progress Meeting reports of each Service Area.

Project Specific

- We will use website/newsletters/flyers and open events to keep you informed.
- Validate stock condition information.
- Asbestos company to visit at least 4 weeks before works start in your home.
- Where applicable, tenant choices will be obtained at least 4 weeks before works start in your home and you will be provided with staff contact details.

Vulnerable Customers

We will be flexible in our approach to vulnerable customers and provide enhanced support following discussion between you, tenant liaison staff and any external agencies involved.

- We will contact vulnerable customers at the start of the programme to agree/arrange specific requirements.
- Confirm vulnerable cases known (4 weeks prior to start on site) and agree actions.
- Offer a password scheme for staff and our contractors when visiting vulnerable customers.

Working in your Home

- We will notify customers of our start date at least 2 weeks in advance.
- Visit the property at least 1 week prior to start date – provide target timescales and personal Liaison Officer and site team contacts.
- Contractor will provide weekly appointments/diary sheets detailing works scheduled each day.
- Liaison Officer will visit weekly to update/monitor progress of work in properties we are working in.

What we would like from the customer

- Co-operation during the works.
- Access to your property as agreed with the contractor prior to works starting.
- Mutual respect to staff and our contractors.

Targets - We will ensure that:

Contractors complete work in each property within the target times shown below;

Doors and windows	3 working days
Kitchens only	10 working days
Bathrooms only	10 working days (15 with adaptations)
Full central heating installation	6 working days
Central heating boiler renewal	3 working days
Full rewire	4 working days
Multiple elements	25 working days maximum

Conduct on Site

We will ensure:

- Contractors are working in line with the Together Housing Group Code of Conduct for Contractors/Tenants.
- Dust sheets are provided and contractors protect your home and belongings where necessary.
- Rubbish will be cleared away from within the property at the end of each working day and your property will be left tidy.
- No tools, possessions or materials are left in your home overnight.
- End of day checks to be carried out by contractor's site team.

Completion

Work will be inspected by the Landlord and/or Contractor on completion and snagging items identified will be rectified. You will be issued with relevant instruction manuals for any new appliances installed.

- Landlord/Contractor inspection within 10 working days of completion.
- Snagging items rectified within 5 working days of Landlord/Contractor inspection.

Fault Reporting

Within 12 months of completion of the work, we will arrange for any faults reported to be investigated/rectified via the contractor.

- Reported faults to be investigated and/or rectified within 5 working days.

Redecorations

When refurbished areas do not include decoration, or an allowance in lieu of decoration, any damages will be assessed at the end of works and where appropriate we will arrange payments via bank transfer.

Involving Customers

Meeting Standards

- We monitor the performance of our contractors with the help of our customers.
- We will carry out customer satisfaction surveys to continually improve service delivery and monitor our performance.
- We will advise the customer what we can and cannot do in relation to improvements.

Additional customer involvement;

- We will produce a report on customer satisfaction/targets.
- We will carry out a contract appraisal on completion of project.
- Our resident involvement team and resident volunteers will help us monitor performance and satisfaction.

Information Sharing

We will share your details with our contractors in order to deliver services.

Contact us

In the first instance, please use our website (www.togetherhousing.co.uk).

Or call:

Your Customer Service Centre numbers:

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557 0300 555 5558	CALDERDALE SHEFFIELD
0300 555 5560	BLACKBURN
Office hours are 9am until 5pm Monday to Friday.	

We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.