

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

