



YOUR GUIDE TO IMPROVEMENT WORKS

What happens next?



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Arabic	للحصول على هذه المعلومات بلغتك الرجاء الاتصال برقم الهاتف 0300 555 0128
Bangla	এই তথ্যটি আপনার ভাষায় পেতে চাইলে দয়া করে টেলিফোন করুন 0300 555 0128 এই নম্বরে।
Chinese	如欲索取這資訊以閣下語言編制的副本請致電 0300 555 0128
French	Pour recevoir ces informations dans votre langue prière d'appeler le 0300 555 0128
Somali	Si aad u hesho macluumaadkaani oo luqaddaada ku qoran fadlan wax 0300 555 0128
Turkish	Bu bilgiyi kendi dilinizde almak için lütfen 0300 555 0128 numarayı arayınız.
Urdu	یہ معلومات اپنی زبان میں حاصل کرنے کیلئے براہ مہربانی 0300 555 0128 پر فون کیجئے۔

INTRODUCTION

We are delighted to confirm that your home is included in the Brunswick Home Improvements Programme.

These works will include fitting new kitchens, bathrooms, and external doors. Depending on what type of property you live in (eg house, maisonette, apartment) your home will benefit from additional works such as those outlined on page 9. Following a home survey you will be informed of the exact works that will be carried out in your home.

All the improvement works, including works to homes which are being reversed, will be completed with residents remaining in their home.

This booklet gives you general guidance on what to expect while work is being done to your home and how to prepare. If you have any questions that are not answered in this booklet, please contact your Customer Care Officer or Site Manager. Their contact details are on page 5 of this booklet.

INTRODUCTION

At S4B we aim to always improve the services we provide to you. We want to complete jobs as quickly as possible but it's also important to us that we get it right so that so that we can build a good reputation with local residents. We look forward to working with you.



HANDY CONTACT DETAILS

Your Customer Care Officer is:

.....

.....

Contact:

Your Site Manager is:

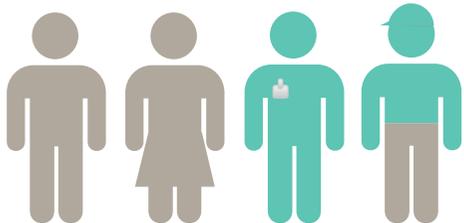
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Contact:

In case of an
emergency contact:
(open 24 hours a day)

0300 555 0128



EQUALITY STATEMENT

S4B strongly believes in the value of a diverse workforce serving a diverse community. We will ensure that the services and opportunities that we offer are accessible to all and we will provide support to overcome any communication barriers.

The definition of diversity is 'recognising and valuing the differences between us – understanding that we are all different and seeing that as a positive.'

Goal: To reduce prejudice and improve understanding of differences within our diverse communities.



CUSTOMER CHARTER

When arriving at your home...

We will:

- Drive and park courteously.
- Introduce ourselves clearly.
- Show you an Individual Photo Identification Badge.
- Explain the purpose of the visit and the work we will complete.
- Be polite, helpful, and treat you and your home with respect.
- Work in a safe manner.
- Clear and remove waste or make collection arrangements.

When you are talking to S4B on the phone...

We will:

- Be polite, helpful, and treat you with respect.
- Listen carefully in order to understand and be able to respond.
- Give you an action plan or full explanation.
- Ensure all messages taken are acted on.

CUSTOMER CHARTER

If you have any suggestions, comments or issues, please contact your dedicated Customer Care Officer.

We will:

- Take action to ensure that your comments are followed through.
- Reply to any complaints within 10 working days.
- Advise you on the course of action to follow.
- Update you on any actions and the completion timescale.
- Send a resolution letter confirming actions taken and date of completion.

When arriving at your home...

In return we expect that you will:

- Be co-operative with us and our representatives.
- Be polite.
- Provide access at a reasonable time so that we can do the work.
- Keep your pets under control.
- Not smoke while we are working in your home.
- Not demonstrate violent or threatening behaviour towards our staff.
- Not use racist, abusive or foul language.

THE IMPROVEMENT WORKS

We are replacing and/or providing the following new components to your home depending on what type of property it is:

Component	Low-rise (Houses)	Maisonettes	High Rise Apartments
Internal			
Kitchen including new units, flooring, tiling, redecorating	✓	✓	✓
Bathrooms including new bath with showerhead, units, flooring, tiling, redecorating	✓	✓	✓
Extract Fans	✓	✓	✓
Loft & Cavity Wall Insulation	✓	✓	
Burglar Alarms	✓	✓	
Central Heating - Combination Boiler	✓	✓	
Communal Heating			✓
Communal Areas Redecoration		✓	✓
Smoke, Fire Alarm & Emergency Lighting	✓	✓	✓
Asbestos Removal	✓	✓	✓
Lift Replacements			✓
Ensure all Properties have Double Glazing	✓	✓	✓
External			
Fascias, Soffits and Gutters	✓		
External Security Light	✓		
External Boundary Treatment Upgrades'	✓	✓	✓
External Doors including 5 lever mortice lock, spyhole, door chain	✓		✓
Balcony Balustrading		✓	✓
Door Entry & Security Systems - High Rise (audio visual door entry for each apartment, gated car swipe card entry system and web-based CCTV for entry area)		✓	✓
Insulated External Cladding			✓
Private Balcony Renewal & Enclosure			✓
Smoke Alarms	✓	✓	✓

Sometimes the condition of your property will mean further works are needed so following a home survey your Customer Care Officer will let you know the exact works that will be carried out in your home.

All tenants will have at least 4 design choices for each element within the kitchen and bathroom such as tiles, kitchen surfaces, handles and wall colour.

PROGRAMME OF WHAT TO EXPECT

Refurbishment Open Day

- We've organised the refurbishment works in different phases across the neighbourhood. You will be invited to a bespoke consultation event for homes being refurbished in the same phase as you. This will be a chance to get more detail on what is being done and see what design choices you can have. You will also be able to ask us any questions.

Individual Home Appointment

- Approximately 12 weeks before works start on the phase your Customer Care Officer will contact you to arrange an individual home visit to:
 - Explain the works in more detail
 - Discuss and record your design choices
 - Undertake a home survey to understand the condition of the property
 - Provide advice on preparing for the works
 - Identify your support needs.

Confirmation of your Improvement Works Start Date

- 28 days before the works start in your home we will write to you informing you of the start date. We will then remind you 7 days beforehand and visit 48 hours before works start.

First Day of the Improvement Works

- On the first day of the improvement works, your Customer Care Officer will introduce you to the Operatives that will be working in your home. All Operatives that visit your home will be required to record their visit in an 'in-property register'.

Progress Visits

- Your Customer Care Officer will visit you every day to update you and discuss any comments or queries you may have.

Handover

- Once the works are completed an S4B representative will inspect your home and certify that all works have been correctly completed.

Satisfaction Surveys

- At the Handover we will also ask you to complete a Satisfaction Survey to find out what you feel went well and what could have been better. This survey is very important in helping us improve our services.

Further Feedback

- We encourage our residents to give us as much feedback as possible so once you've had a chance to get used to your improvements you'll have more opportunities to tell us about what you like and things that might be concerning you.

TIMESCALES FOR THE IMPROVEMENT WORKS

The amount of time the works will take will depend on what type of home you have (eg house, maisonette, high rise apartment) and what work has to be done.

Typically all internal work to a home will be completed within 26 days including for homes being reversed.

External works will be undertaken for a block of terraced houses or a block of apartments as a whole. This will be at the same time as internal works are being completed within the block / terrace. The time taken to complete external works will vary depending on the type of home you have but the following timescales can be used as a guide:

Type of property	External works timescale
Terrace of low rise houses	9 – 13 weeks
Block of Maisonettes	15 – 19 weeks
Block of High-Rise Apartments	1 year

Your Customer Care Officer will inform you how long it should take for your home when they do the first home visit outlined above.

Please note that Operatives will only be working inside your home during the working week Monday to Friday 8am to 5pm

GENERAL INFORMATION

Work is due to start on improving your home.

This work may involve the following:

- **Noise**
- **Some Untidiness**
- **Dust**

However, please be assured we will do everything we can to minimise this, help you cope and clear up at the end of each day. We are sure that you will be pleased with the result so please bear with us.

- All the improvement works, including homes which are being reversed, will be completed with residents remaining in their home.
- Access is very important – we need to start work on time, and on the days agreed, so that everything can progress smoothly.
- There will be workers in and around your home, so there may be very little privacy during the working day.
- At times, your home may look untidy during the day. This will be cleared up at the end of each working day.
- We will protect your carpets and other areas by using dust sheets.

GENERAL INFORMATION

- Please be careful when work is taking place in your home. You can find out further details in the Health & Safety section.
- Depending on the works being done we may have to erect scaffolding around your home. Please ensure you inform your home insurer if scaffolding is erected, as it may affect your cover.
- Sometimes we will need to turn off the water, gas or electricity. You will be notified of this, and how long this is expected for. However, they will always be turned back on before the end of the day. If you have any specific needs regarding this, then please inform your Customer Care Officer with the details.
- Sometimes we may need to disconnect your house alarm before we start work. You must inform your home insurer that your alarm may be disconnected during these works, as it may affect your cover.
- We will always try and create a 'safe haven' within an area of your home unaffected by the improvement works so as a minimum you have tea and coffee making facilities, entertainment (TV/radio) and additional heating during any cold weather. In addition there are respite facilities you can use during the day which are described on the next page.

RESPITE FACILITIES

A respite facility is a place we are providing where you can go during the day while the improvement works are being completed in your home. It is located at 25 Bramwell Drive and includes the following facilities:

- Comfortable seating
- TV and radio
- Tea, coffee, milk and sugar and some cutlery and crockery
- Some basic cooking facilities (Microwave, kettle, toaster and a fridge)
- WC facilities
- Internet Access
- Prayer facilities
- Children's playroom, with some toys and games
- Access to a wide range of information regarding the refurbishments and regeneration of the Brunswick area - Pets allowed

The respite facility will be managed by your Customer Care Officer, if this is something you may be interested in on a day to day basis please let us know so we can make the relevant arrangements.

HEALTH AND SAFETY

Before the works start, the contractor will explain what works they have to do and how it may affect you.

You must always take note of the following health and safety guidance while work is being carried out to your home:

SAFETY BARRIERS

We may erect barriers to stop you getting into rooms being worked on. If you need to enter these rooms please ask the operative and they will protect your safety.

AGREEMENT TO USE

Operatives should not use your electricity, toilet, telephone or radio without your agreement.

CHILDREN

To prevent accidents, please keep children away from all areas of work, including tools, material, rubbish, scaffolding and rubbish skips. We will not be able to carry out work in your home if children under the age of 16 are left unattended.

PETS

To avoid pets being hurt or getting trapped under floorboards (if lifted), please keep them away from work areas. You will also be able to take your pets to the respite facilities available if you would prefer. Please talk to your Customer Care Officer if you would like more information.

If your pet is prone to attacking visitors or strangers please ensure you secure or restrain the pet whilst contractors are working in your home.

DUST

Some improvement work will create dust but only for short periods of time. The workers ensure this is as little as possible. All areas of work will be cleaned up at the end of each day.

NOISE

Noise may be emitted by our operative's activities, this should be minimal. However, if this becomes a nuisance please inform our operative.

WATCH YOUR STEP

To avoid tripping up or falling, please be careful when walking on dust sheets or things like rolled-up carpet, materials or trailing cables. Wherever possible, the operatives will try to provide a clear access around your home.

ELECTRICAL WORK

Whilst electrical work is being carried out, do not use any sockets unless you have spoken to the electrician or Customer Care Officer beforehand. All sockets will be left working at the end of each day.

FALLING OBJECTS

We may need to carry out work from ladders or scaffolding. During this work objects can fall accidentally so please take extra care when you are in the area where we are working, including when you enter or leave your home, to avoid serious injury or fatality.

KEEP OFF SCAFFOLDING AND LADDERS

A fall from scaffolding or a ladder could have serious results. Please do not allow anyone, including children, onto any ladders or scaffolding.

HEALTH AND SAFETY

KEEP OUT OF THE STORAGE COMPOUND

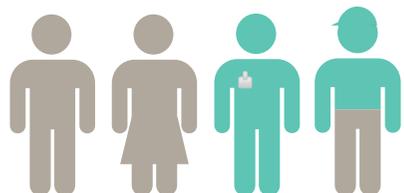
Operatives may have a site compound for storage and workers near your home. It's usually a fenced-off area containing steel huts. Please keep children away from this compound.

EQUIPMENT

To avoid serious injury, please do not touch or use any of the operatives'/workers' machinery or equipment – this includes hand and electrical tools.

OTHER WORK

While improving your home, we may find that other unforeseen work is required. If this is the case, we'll inform you how the work will affect you and do what we can to reduce any disruption or risk, this would include any removal of asbestos.



QUESTIONS & ANSWERS

Question: Am I entitled to Decoration and Disturbance Allowance?

Answer: All kitchens and bathrooms will be decorated as part of the works based on what design you have chosen. In addition you will be entitled to a Decoration Allowance for the rest of your property up to a maximum of the following amounts:

1, 2 & 3 bed properties - £230, 4+ bed properties - £280

If we have caused significant disturbance to your halls, landing or stairs through activities like re-wiring, you will be entitled to a further £70 Decorating Allowance.

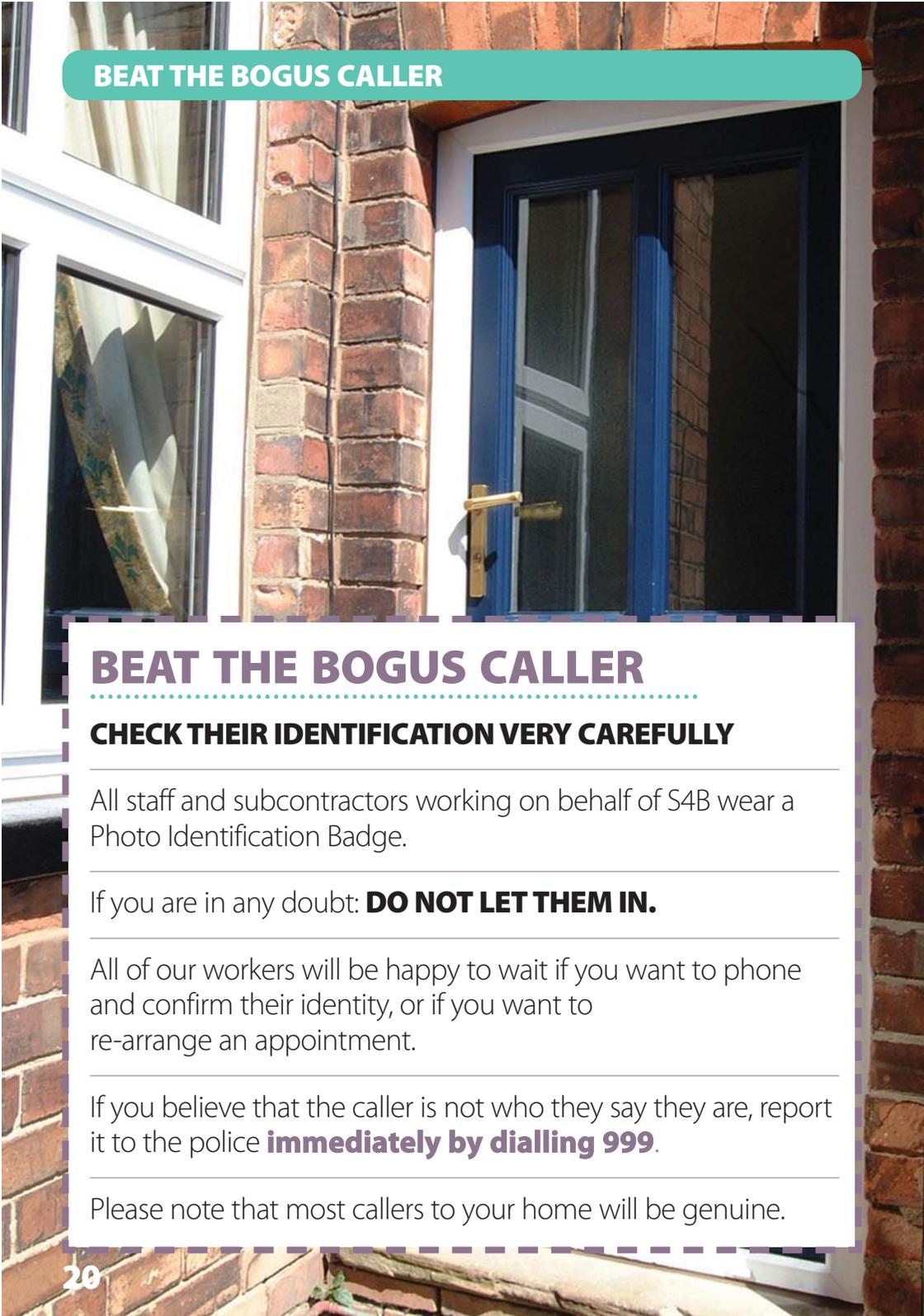
You will only receive the allowance once the external works have been completed to make sure there is no further disturbance.

Question: Do I have to have the work done?

Answer: We want and are obliged to improve every property. If you feel unable to cope with the disruption this work may cause we will work with you and Manchester City Council to find a solution. Please discuss your concerns with your Customer Care Officer.

Question: Will I have to move out?

Answer: No. The work will be carried out whilst you remain in your home. Your water, gas and electricity will be restored each evening.



BEAT THE BOGUS CALLER

BEAT THE BOGUS CALLER

CHECK THEIR IDENTIFICATION VERY CAREFULLY

All staff and subcontractors working on behalf of S4B wear a Photo Identification Badge.

If you are in any doubt: **DO NOT LET THEM IN.**

All of our workers will be happy to wait if you want to phone and confirm their identity, or if you want to re-arrange an appointment.

If you believe that the caller is not who they say they are, report it to the police **immediately by dialling 999.**

Please note that most callers to your home will be genuine.

COMPLAINTS PROCEDURE

Although we try to provide the very best service possible, we recognise that sometimes things can go wrong.

AIMS AND OBJECTIVES

The aims and objective of the Complaints Procedure is to ensure that all customer issues and / or complaints are dealt with as promptly, efficiently and effectively as possible.

We ensure that our customers have one point of contact when dealing with their complaint from start to completion, thereby ensuring a swift and trouble-free resolution. The Customer Care Officer is the dedicated person to deal with your customer complaints.

If you have a complaint about the service you receive while we are improving your home please:

- Contact your Customer Care Officer, details can be found on page 5 of this booklet.
- You can also complete a satisfaction survey and request a copy of the Complaints Procedure by phoning 0300 555 0128 or online at www.S4Bmanchester.co.uk

Comments & Feedback



Here at S4B, we are committed to providing the best possible service at all times, so we always welcome your feedback.

We want to know when we have done something well, so that we can continue to provide a good service to our customers.

If we don't get things right we want to know about it and will work hard to improve.

If you have a specific complaint please follow the procedure on the previous page

How to give us your feedback:

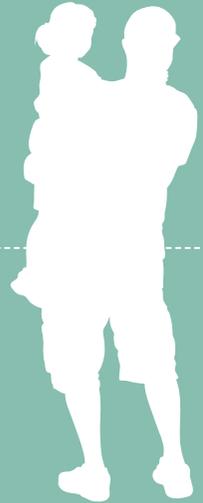
 Tel 0300 555 0128

 www.S4Bmanchester.co.uk

 info@S4Bmanchester.co.uk

 S4B Housing Office, Bramwell Drive, Manchester. M13 9SU
(open 9am – 5pm Monday to Friday)

Or complete the form below and return to the above address



Name

Address

Postcode

Telephone

Email

What type of query are you making?

A comment A compliment

Please help us by providing a little more information about what your query relates to in the space below:



We pride ourselves on providing a quality service, and we are committed to the highest standards in customer care.

**We hope you
enjoy your newly
refurbished home.**

