



S4B
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September 2016

Dear Resident,

Re: S4B Refurbishment Programme Delays

We are writing firstly to apologise for a delay to the refurbishment programme on your homes and secondly for not keeping you informed sooner. We realise that this has caused a lot of upset to many people and was something that we hoped we could avoid.

However, it has become necessary for S4B to carry out a review of the refurbishment programme which will mean that the original timetable will need to change. We can assure you that your home will still receive the planned refurbishment works although this will now be later than planned.

We would like to arrange a convenient time for a member of our S4B Customer Care Team to visit you to discuss this further. The purpose of this visit is to introduce you to your Customer Care Officer, to offer you any support and assistance with your home and also to explain the reason for the delays. We have set out below some key questions which may be helpful and we can discuss these further when we visit.

You can book an appointment by calling 0300 555 0128 or by emailing info@S4Bmanchester.co.uk. We will also be carrying out some door knocking in the area and hope to meet with you in person.

We sincerely apologise for these delays and any inconvenience the late refurbishment works may create for you. Rest assured, we are working to review the refurbishment programme and get this back on track as a priority and will continue to keep you updated on a regular basis.

Kind Regards
Customer Care Team

S4B working in partnership with:



Refurbishment Programme Questions and Answers

1. Why is my refurbishment works delayed?

This second stage of the refurbishment programme is more complex than the earlier refurbishment phases carried out in 2014 and 2015. This is in part because of the proximity and co-ordination of nearby demolition, new build and infrastructure works and also because many homes will require services (such as gas, electric, telecoms) to be diverted and reconnected where we are reversing properties or changing gardens.

Due to these complexities, it has become necessary for S4B to carry out a further detailed review of the refurbishment programme. This will mean the timetable will now be delayed. We sincerely apologise to residents for this disruption, which is being reviewed with the highest priority.

2. Why do services need to be diverted?

One of the key objectives of the Brunswick masterplan is for homes to front on to streets in order to improve safety and access for residents, to remove unsafe spaces and create gated and safe alleyways. In order to make this happen, we will have to reverse or 'turnaround' properties so they face streets and we will also need to extend and change gardens. For safety reasons, we can't have live services in the boundaries of homes or in gated alleyways and we also need to ensure that all reversal or turnaround homes have a continued and safe access to services.

We are continuing to work with the various Statutory Providers (such as United Utilities) to find out exactly what services are located where and to develop a plan for how they will be diverted and re-connected safely and with as little disruption as possible for residents.

3. How long will the refurbishment programme be delayed?

The final part of the refurbishment programme was scheduled to start in June 2016 and complete September 2017. We hope that the refurbishment programme will be back on track to re commence early 2017. We will continue to keep all residents updated with this timetable.

4. How much notice will I get before works start? Will I know in advance?

All residents will be notified well in advance of any works starting. 12 weeks before you are scheduled to have works start, you will have a visit from a Customer Care Officer and a survey will be carried out with you to review any support or access needs you may have during the works. We will also hold a consultation event and will be in regular contact before work starts. During the works you will be supported by a Customer Care Officer who will be your day to day contact.

5. There is an issue with my property now? I need a repair?

The S4B repair service remains unchanged. You can contact 0300 555 0128 for any repair needs including out of hours emergencies 24 hours a day, 7 days a week.

S4B will ensure that all properties meet high quality standards for repairs and will deliver these within set timescales. This will continue for any repair issues you have in your home before and after the refurbishment works. If you have an issue or repair need with your home, please report this through to us.

6. Will I still get the refurbishment works to my home?

You will still benefit from the full refurbishment works. We apologise that this will now be later than we had originally planned.

7. Who can I speak to if I have any questions?

Please continue to contact the S4B Housing Office for any queries you may have about your tenancy or repairs.

Telephone: 0300 555 0128

Email: info@S4Bmanchester.co.uk

For any issues specific to the refurbishment works, you can contact your Customer Care Officer