

Planned maintenance

tenant information

We know how important it is to keep your home in good condition and help us do this we are working in partnership with Mears Group to deliver our planned maintenance programme.

This tenant information leaflet has useful information on the works and includes:

- Frequently asked questions
- The tenants' charter
- Comments, compliments and complaints.

You will also be given a leaflet explaining the specific works to be carried out to your home.

If you require any further information please do not hesitate to contact us. A list of useful telephone numbers can be found on the back of this leaflet.



Frequently Asked Questions

During the works

Q What happens if I have a problem outside of normal working hours or at the weekend?

A To report a problem outside of normal working hours please call 01293 438111.

Q What time do the operatives start and finish?

A The operatives work from Monday to Friday 8am to 5pm.

Q Will you let me know if the operatives are not coming?

A Yes. We will keep you informed of dates and times when the operatives will be working on your home.

Q How can I be sure the operatives are genuine?

A The operatives will be wearing identification badges with photographs and high visibility clothing. If you require any clarification please contact your TLO.

Q Members of my family have breathing difficulties. Can you avoid creating dust while you work?

A It is possible that some of the work will create dust and it is very difficult to avoid this, but with your help we will try to reduce it by

opening all windows and making sure doors are closed. If you are badly affected by dust we recommend you leave the property while we are working, but please ask a family member or friend to be present in your home while works continue.

Q My kitchen is being improved or replaced. Will you provide a temporary kitchen?

A No. During the day you will have to make other arrangements to prepare food. At the end of each working day you will be able to use the kitchen area, although it will be incomplete.

Q Will I have cooking and washing facilities after the operatives have left?

A Yes, The operatives will re-connect services like water at the end of the day, and you should check they have done so before they leave. Mears can provide a temporary table top cooker, if requested, whilst the works are in progress.

Q I have a baby and need a constant supply of water and heating. Is this possible?

A We will provide constant water and heating if we can, but please discuss this with us before works start.

Q Will the work mean I will be without a toilet at any time?

A If we are replacing your toilet as part of the work you will be without a toilet for a few hours while the plumber changes the old toilet for the new one.

Q Do you mind if I leave my child at home whilst the operatives are there?

A The operatives are not allowed to work on any home where there is a child under the age of 16 unsupervised by a responsible adult. Do not leave children at home without an adult while the operatives are there. Please keep children safe by not allowing them in areas where we are working and supervising them closely whilst there are works being done at the property. You are responsible for health and safety of your children while we are working at your home.

Q Can I keep my pets in the property while the work is going on?

A It is your responsibility to keep your pets safe. If you want them to stay in your home while we are working, please keep them away from the work area. If you cannot keep them away from the work area you should arrange for them to stay somewhere else temporarily.

Q Will you protect my carpet during the work?

A We always use dust sheets and other protective materials.

Q If I buy my own tiles / flooring / etc will your operatives fit these instead of the tiles / flooring etc that you are offering?

A No. We only fit our own tiles / flooring etc.

Q What if the work creates rubbish?

A The operatives will take all rubbish away as they work.

After the works

Q What if I am not happy with the work when they have finished?

A There is a complaints procedure you can follow if you are not happy with the work.

Will you show me how to use the new systems you install?

Yes. When we have finished all the work we will give you a demonstration of your new systems and provide instructions.

Tenant Charter - our promise to you

We will treat you and your home with respect

1. We will respect different cultures and religious beliefs, valuing the diversity of the communities we serve.
2. All our staff will be polite and courteous at all times.
3. We will ensure your possessions are protected before we start work.
4. We will take all reasonable precautions to prevent excessive noise, dust and rubbish.
5. We will only work from 8am to 5pm, Monday to Friday (no Bank Holidays). If we need to work outside of these hours we will agree this with you.
6. To make sure that we cause the least possible inconvenience to you, we will make every effort to keep services, such as gas and electricity, connected in your home. Where it is necessary to disconnect services, we will give you a minimum of 24 hours' notice and the following rules will apply:
 - We will provide temporary heating during cold weather

- Your water supply will not be disconnected for longer than necessary during the day
- We will re-connect your electricity supply at the end of each day
- We aim to maintain your telephone service at all time
- Your gas supply will not be disconnected for longer than is necessary.

Involving you in the works

1. We will give you adequate notice before we start any work to your home.
2. We will fully consult with you on the scope of work and choices (where applicable).
3. We may undertake a full condition survey before we start work. This may involve taking photos to act as a reference of your property.
4. On completion of the work, we will ask for your views on all aspects of our service and use your comments to help us continue to improve.

To be responsive to your needs

1. We will make sure that you are aware of the complaints procedure.
2. We will be available to attend out of hours emergencies relating to our works.
2. We will issue all staff with identification cards so that you know they work for Mears. If you are not sure about letting somebody into your home, call us on 01293 438111.
3. We will issue staff with a 'Code of Conduct' to set the high standards of customer care that we expect.

To act in a professional manner

1. We will take pride in our work, respecting that we are working in your home.

Your responsibilities:

1. Please allow us access to your home as requested so that we can complete the work on time.
2. Please give at least 24 hours' notice if you have to cancel an appointment. If you do not do this it could mean that the works are delayed for you and your neighbours.
3. Please treat all staff and sub-contractors with respect and consideration.
4. Please keep children and pets away from the work area for their own safety and allow us to work efficiently.
5. Please do not leave children under 16 alone in your home while we are working. Our staff will not carry out works where children are unaccompanied.
6. Please keep all work areas free from obstruction.
7. Do make sure that you ask to see ID before letting workers into your home.
8. Do obey all warning notices and do not remove them.
9. Do leave plastic floor protection down and keep it dry.

Comments, compliments and complaints

Comments and compliments

We need to know when we get things right so that we can highlight areas of best practice and extend these throughout the service. There may be times when you are so pleased and satisfied with a service received that you would like to pass on your compliments to the staff concerned.

Complaints

However, if you are unhappy with any aspect of the work being carried out in your home, we want you to tell us. For example if you are dissatisfied with the workmanship or the conduct of our staff we want you to tell us. Your complaint may well improve our service for someone else.

The complaints procedure

When you make a complaint we will follow our complaints procedure. This has one informal complaint stage and three formal complaint stages.

Informal complaints stage

If you are unhappy with any aspect of the work taking place in your home you must contact us on 01293 438111 in the first instance.

We may be able to resolve the problem quickly without having to use the formal complaints procedure.

A full site investigation will take place regarding your complaint and the site teams will work with you to find a satisfactory resolution.

Formal complaint - Stage 1

If you are still not satisfied with the service provided or the explanation you have received from the contractor, you will need to make a complaint to the Planned Maintenance Department at Crawley Borough Council. You can make a complaint by:

- Writing
- Phoning: 01293 438248
- Emailing: [comments@crawley.gov.uk](mailto:comments@ Crawley.gov.uk)
- Via our website: www.crawley.gov.uk
- In person at the Town Hall

We prefer to receive formal complaints in writing as this minimises the likelihood of any misunderstandings and/or misinterpretation.

Details of your complaint will be formally logged and acknowledged in writing within two working days letting you know the complaint reference number, who will be investigating and the 10 working day deadline date for a full response from the investigating officer.

Formal complaint - Stage 2

If you are not satisfied with the reply you receive at stage 1, you can request a review of your complaint. Details of who to contact will be with the response to the stage 1 complaint.

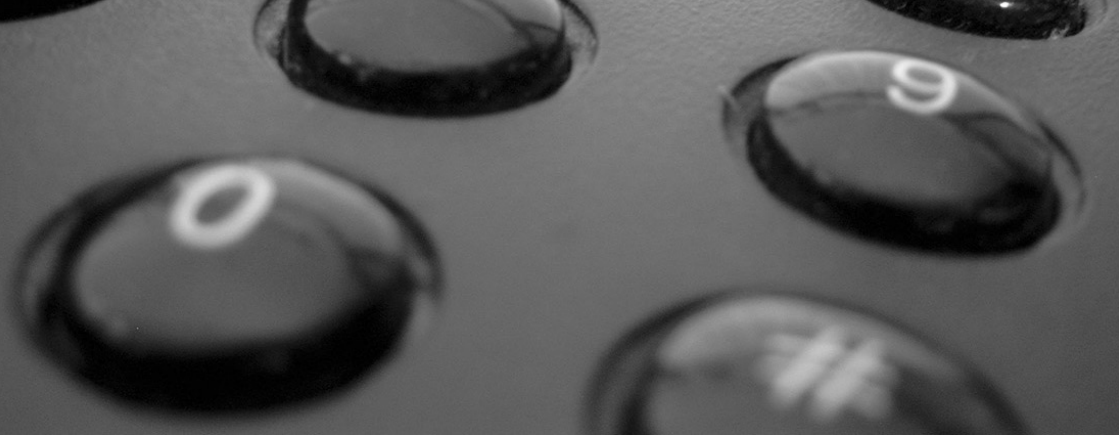
Formal complaint - Stage 3

If you remain dissatisfied with the response at Stage 2, you have the right to submit your complaint to the Housing Ombudsman. This is an independent person employed by the Government to monitor the actions of registered social landlords, including council housing.

Further details can be found on their website www.housing-ombudsman.org.uk

If a complaint is sent direct to the ombudsman without going through the formal complaints procedure stages 1 and 2, they are likely to redirect the complaint back to Crawley Borough Council asking us to investigate the complaint at the appropriate stage.





Contact us

While we are working in your property, you might have some concerns or questions or you may need to contact us urgently about the works so here are a few useful numbers.

Mears

Crawley Borough Council

01293 438111

Planned maintenance team

01293 438248

Security

While works are taking place please put valuables in a safe place as things may be moved so that work can be done. In the unlikely event that something goes missing, please check carefully that you have not mislaid it. If you are unable to find the item, please report it immediately to the police as theft is a criminal matter and inform Mears. You'll need to make a note of the crime number that the police give to you. All work on your home will be stopped until the matter has been resolved by the police.

If you or someone you know would like help with understanding this document please contact the planned maintenance team on 01293 438248 or email: housing.news@crawley.gov.uk