



# External

works information pack

## Contact us

If you have any concerns or questions during the time we are working at your home, you can contact us on the numbers below.

## Mears

Crawley Borough Council

Planned maintenance team

01293 438111

01293 438248

## Security

While we are carrying out work at your home 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](mailto:housing.news@crawley.gov.uk)

**MEARS**



We are responsible for the external maintenance of your home and the communal areas.

To find out if your home needs any external works we will carry out an initial survey. These works may include re-roofing or the replacing of eaves, fascias, soffits and guttering.

External redecoration is usually undertaken on a five to seven year cycle, depending on circumstances.

We will tell you what work needs to be carried out and when they are due to start.

#### Before we start work?

To prepare for this you will need to:

- Make sure the area around the perimeter of your home is clear to allow for scaffolding to be put up
- Make sure you remove all plants, pots, hanging baskets and garden accessories. Make sure any breakable items are stored away from the property while the works are being carried out
- If your property is to be re-roofed the loft space will need to be completely clear.

#### During the work

We will try our hardest to keep any disruption to you and your family to an absolute minimum but the nature of the work is likely to affect your daily routine.

Please remember some of the work will be noisy and dirty.

#### We will:

- remove all debris and any old roofing materials at the end of each working day
- make sure there is clear access so that you can enter and leave your home
- move TV aerials and satellite dishes to temporary positions where necessary and re-instate them once the work is finished (we cannot take responsibility for any loss of signal during the course of the work).

#### You can help us by:

- not parking too close to scaffolding to avoid any damage to vehicles
- giving access to the rear of the property at all times during the work
- keeping children and pets away from working areas
- listening to safety advice from site staff.

#### After the work

Any damage to the grassed areas caused by scaffolding will be made good.

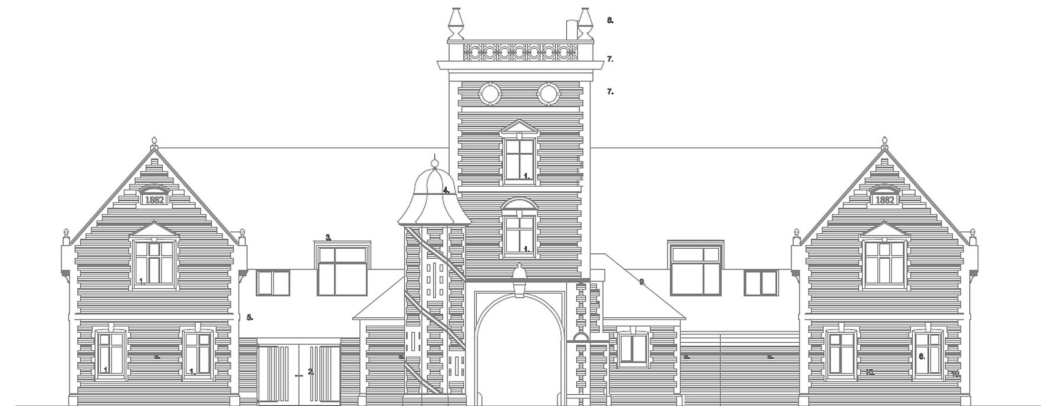
If you have any queries regarding the work please contact Mears.

### Safety first

Please make sure your children do not climb on any scaffolding and keep clear of any work areas.



**Keep off the scaffolding**



*Ridleys Court elevation*