

PLANNED AND CYCLICAL BUILDING WORKS



Our approach to planned and cyclical building works

We run a programme of planned and cyclical building works to make sure that our buildings stay in good repair and condition.

What we mean by planned and cyclical works

Planned works

'Planned works' are large-scale works organised to deal with problems which have been reported. Planned works can include:

- ▶ structural repairs, for example to roofs or concrete
- ▶ replacing faulty windows, doors, guttering and drainpipes
- ▶ making improvements such as installing new door entry systems or landscaping shared gardens.

Cyclical works

'Cyclical work' involves routine maintenance tasks that we conduct on a regular basis such as:

- ▶ painting and decorating the outside of your home
- ▶ repairing, repainting and maintaining doors, windows and brickwork
- ▶ repairing entrance gates, party walls, paving, shared stairs and drains
- ▶ repainting shared areas of the building
- ▶ cleaning or replacing the flooring in shared areas.



What you can expect from our service

We try to consult you as much as possible when developing plans for works at your building. We will aim to keep you informed at every stage.

We will let you know at least two weeks before scaffolding is due to go up and the work is due to start. We always try to keep to the schedule for the works, but if there are delays we will let you know as soon as we can. We will provide you with contact details for our Project Team in case you have any questions or concerns.

When the outside of your building or inside shared areas are being redecorated, you will be invited to choose the colours that will be used. However, if the building is listed or located in a conservation area, we can only repaint using the same colours.

What will happen when planned or cyclical work is scheduled for your building

Before the work starts

We will contact you to confirm exactly when the works will start. You will need to remove plant pots, washing lines and any other items that may prevent access to the building, shared areas, balconies and areas near the building. You may also need to arrange for satellite TV dishes to be temporarily removed. If you live on the lowest floor of the building, our contractors may need to access your home while they are putting scaffolding up.

During the works

Our contractor will carry out regular inspections during the course of the works. If windows are being painted, you will be asked to open the windows in your home. All shared areas should be clear of items.

Making sure we are succeeding

When the works are nearing completion, we will ask for your feedback to check that you are happy with the results. We will also send you a resident satisfaction form after the work is finished, with a pre-paid envelope for you to send it back to us. .

How to contact us about planned and cyclical works

If you have any questions about planned and cyclical works, please contact the customer contact team on the number below and ask for the planned maintenance team.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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