



your home

# Home improvements

*coming your way!*

*Version 2*

Available in large print, Braille and on CD

**When you and  
your neighbours  
voted YES to  
Northwards  
Housing in 2005,  
we promised to  
look after and  
improve every  
council home  
in the area.**

**We're busy making sure  
every single home gets all the  
improvements they need to bring  
them up to and beyond the  
'decent homes standard' that  
you deserve. But, with around  
13,000 homes to manage, it's  
going to take some time to  
complete work on all  
Northwards homes.**

## **Here's a reminder of the improvements you'll see to your home ...**

- Your choice of a new kitchen or bathroom – if yours has not been replaced as part of a major improvement programme in the last five years.
- New uPVC double glazing to replace all single glazed windows (any existing double glazed windows will be inspected and repaired wherever possible).
- Replacement of any lead water mains.
- All the repairs and improvements your home needs to meet the government's decent homes standard.

## **The service you can expect**

We want to give you an excellent service when we make any improvements to your home. To make sure we do this, we work towards these service standards:

## **Before we start the improvements**

- We will tell you about any improvements we're planning for your home as soon as we know.
- We will publish our programme of improvement works on the internet ([www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)). We will write to all residents in advance of work starting.
- We will give you prior notice of the date we plan to start the improvements. And we'll confirm the date and time before any works start to your home.
- If we do have to change the proposed start date we'll let you know as soon as we can.
- We'll arrange the improvements as much as possible to avoid you having to take time off work.
- We'll give you the contact details of the Home Improvement Coordinator and Project Surveyor (the Northwards staff members managing the improvements)

and contractor (the firm that's doing the work) working on the improvements, together with an out-of-hours contact.

- Wherever possible, we'll let you choose the style of kitchen cabinets, worktops, tiles, decoration and windows, depending on the improvements we're making.

### **While we make the improvements**

- If we need to create a site compound during the improvements we'll discuss the location with you and your neighbours – or your representatives – before we start work.
- We will cause as little disruption as we can and, wherever possible, make sure we complete the improvements without any interruptions.
- Our staff and contractors will wear clear photo ID at all times. For your safety please check their ID before you let them into your home.
- We will create as little noise and dust as possible and clear

up at the end of each working day. Where appropriate we'll use clean dust sheets to protect your furniture and floors.

- We will make sure you can still use your gas, electric and water during the improvements. If we have to turn off any supply we'll let you know before we do and agree what help you need.
- We will treat you and your property with respect at all times.

### **When we've finished the improvements**

When we've completed the improvements we will:

- Give you the instructions for any new appliances.
- Tell you how long you've got to let us know if anything is wrong with the work we've done.
- Send you a satisfaction survey so we can get your feedback and check we're giving the best service we can.

## **Northwards home improvement DVD**

Northwards Housing have a resident Home Improvement DVD. This explains the works and provides residents with information on what to expect. Please ask the contractor's Resident Liaison Officer and they will give you a copy.

## **How to complain**

If you have any complaints or concerns about the service you received you should speak to the contractor or Home Improvement Coordinator responsible for your improvements.

If you are not satisfied with the response you receive you can make a complaint using our complaints form – available at your local Northwards office and in your tenants handbook – or by completing our online form at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) .

## **For further information:**

**Phone:** 03000 123 123

**E-mail:**  
[info@northwardshousing.co.uk](mailto:info@northwardshousing.co.uk)

**Fax:** 03000 124 123

**Textphone:** 0161 274 0899

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123 **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوفين وبالحر و ف الطباعة الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگرېت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شتوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123