



Planned maintenance and improvement works

What you need to know

Please read this information
carefully and keep it somewhere
safe for future use.

Tendring
District Council



Planned maintenance and improvement works

We want to keep your home in as good a condition as possible and to help us do this, we carry out both planned and cyclical maintenance works.

Planned maintenance refers to those works where we replace certain building components, such as kitchens, heating systems or windows and doors. Cyclical maintenance refers to those things that need doing regularly such as the yearly gas safety checks and ten yearly electrical tests.

Although we own a variety of homes, built at different times, it is important to us that all our tenants and leaseholders have access to the same standard of works, no matter what home they live in or when it was built.

In this leaflet, we have included information to help you prepare for planned and cyclical maintenance works, so you know what to expect and are ready for when our contractors arrive.

Most building work will cause some degree of disruption and inconvenience. This will depend on the type of work and how long it is going to take. However, we will always aim to make sure that any work we do in or around your home is as trouble free as possible.

How you can help us:

- Let us know as soon as possible if you or any member of your household has any medical condition that may be affected by the works.
- Keep any appointments that are made with you and let contractors into your home.
- Phone the contractor as soon as possible if you cannot keep an appointment.
- Check the identity badges of contractors before letting them into your home.
- Move any items and small appliances that will be in the way of the works including anything outside in the garden and make sure you protect items which have special value.
- Do not smoke in the areas of your home that our contractors will be working in.
- Do not leave any children alone in your home whilst work is being carried out.
- Keep your children away from our contractors' tools, materials, rubbish and make sure that they do not climb on any scaffolding or in any skips.
- Do not leave pets unattended and make sure they are kept away from contractors working area as well as their tools and other equipment.
- Be considerate towards our contractors.
- Understand that we will always do our best but there may be disruption and things do not always go to plan.



What you can expect from our contractors:

All our contractors must follow a code of conduct that recognises and respects that these works are being carried out in your home.

All our contractors will:

- ✓ Wear identity badges clearly showing their name and company name.
- ✓ Carry out works between 8am and 6pm Monday to Friday. Except in an emergency, our contractors will only work outside these hours if you have agreed it.
- ✓ Make and keep appointments or if they cannot, they will give 24 hours' notice, and arrange a new appointment with you.
- ✓ Treat you and your family in a polite, courteous and reasonable manner.
- ✓ Not play music without your permission.
- ✓ Park sensibly so you and your neighbours are not inconvenienced.
- ✓ Keep disruption to a minimum including noise levels and any nuisance arising from smoke, dust, rubbish or other cause.
- ✓ Protect fixtures, fittings and possessions.
- ✓ Make sure that your home is kept secure



- ✓ Check with you before using your water or electricity.
- ✓ Not unplug any of your equipment without permission.
- ✓ Reconnect and test any services if they have been disrupted.
- ✓ Let you know if they need to turn off electricity, water or other services to your block unless it is an emergency.
- ✓ Provide temporary heating or water facilities if they are needed.
- ✓ Clear all rubbish and debris at the end of each day
- ✓ Show you how to use and set up any new installation or equipment, and/or give you any instructions manuals (if applicable).
- ✓ Not use your toilet facilities without your consent.
- ✓ Not leave communal doors open.
- ✓ Not enter your private garden to complete repairs to another property or block without your consent.

Monitoring your satisfaction

When the works are finished, we will send you a satisfaction survey asking for your feedback. We would be grateful if you could take the time to complete this survey as your comments help us improve our services.



Frequently Asked Questions

How are properties chosen for these types of works?

This will normally depend on either the age of the item being replaced or its condition. For example, kitchens should be replaced every 30 years whereas structural works to properties are generally only carried out when they are needed.

What happens if I refuse the works?

You can choose not to have some works completed unless they are necessary for health and safety reasons. This is because as your landlord, we have an obligation to make sure your home is safe and well maintained.

If you do choose to refuse works, you might have to have them carried out at a later date if, for example, it becomes difficult or uneconomical to obtain replacement parts.

Do I have to pay for planned maintenance works?

If you are a tenant, all planned maintenance and improvement works are paid for from the rental income we receive. If you are a leaseholder, you will be recharged according to the terms of your lease but we will always consult with you before we undertake any major works.

I am a leaseholder so do I have to have planned maintenance or improvement works carried out?

If you are a leaseholder, we will only carry out planned maintenance or improvement works to the outside or structure of your property and to any communal areas or items. This would include works to windows,





communal doors, the roof and to any shared garden, forecourt or parking areas. We will always consult with you before we carry out any any major works.

Who will carry out the works?

The Council uses a range of contractors to carry out both planned and cyclical maintenance works. Before

any works are carried out, we will write to you to explain what work is being planned and to tell who will be doing this. All our contractors carry identification badges.

If you are ever unsure whether a contractor is employed by us, please contact us – our contractors will be happy to wait outside your home while you do so.

Who should I contact if things go wrong?

Sometimes things do go wrong and if this happens, you should always contact the contractor first to give them the opportunity to put right any problems. If, having done this, you are still not satisfied, please contact us by emailing **housing.services@tendringdc.gov.uk** or phoning 01255 686298 or 01255 686490.

Will planned works affect my home contents insurance?

As your landlord, we are only responsible for insuring the building that you live in and you are responsible for insuring your contents. We would always recommend that you tell your insurance company before any major works are carried out in case this does have any impact on your cover or premiums.

