



Broxtowe
Borough
COUNCIL

Capital Works

Modernisations



Housing, Leisure and Property Services

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Introducing Your Site Team

Broxtowe Borough Council Representatives



Tenant Liaison Officer
Carol Hickling
0115 9173636



Modernisation Officer
Howard Draper
0115 9173919



Modernisation Officer
Jamie Moran
0115 9173426

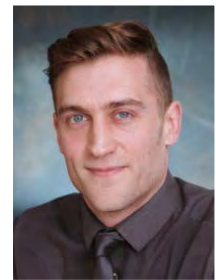
United Living Representatives



Site Manager
Chris Harrison
07966523248



Tenant Liaison Officer
Lisa Sharpe
07970120748



General Foreman
Paul Lawton
07827804568



Senior General Foreman
John Lay
07970879337



Senior General Foreman
Ernie Kennett
07920741822

Emergency Out Of Hours

At the end of each working day we will make sure that your home is left clean and tidy and that any work that has been carried out is left in a safe condition. However, there may be an occasion where you experience a problem that requires emergency assistance out of normal working hours.

Please be aware that only certain repairs are classed as emergencies these include:

- A water leak that cannot be contained.
- An internal gas leak.
- Loss of heating or hot water
- Loss of electricity.
- Security problems i.e. unable to lock doors/windows.

ACTION LINE OUT OF HOURS

01536601740 or 07760758788

When can I ring?

**After 4.30pm Mon-Thurs
After 3.30pm Friday
Weekends or Public Holidays**

Any problems that you may experience while the works are being carried out, that are not an emergency, should be reported to either the site foreman or the tenant liaison officer during normal working hours.

The Broxtowe Borough Council & United Living Partnership

“Working together in a spirit of mutual trust and co-operation”

Who are United Living?

In September 2014 Bullock merged with a company named United House and together they formed a new company named **United Living**, with the vision of becoming a national market leader in the provision of affordable housing and sustainable solutions.

Bullock was founded in 1955, working throughout England and Wales. United House was founded in 1964 providing the same high quality service as Bullock, but within the geographical area of the M25. As of the 1st April 2015 you will no longer see any Bullock branded vans, high visibility vests or ID badges; instead all our staff will wear clothing and ID badges with the new United Living logo. United Living will continue to innovate, embracing new and existing partnerships whilst adding value with our service.



What next?

Together, we have exceeded both tenant satisfaction and programme targets, whilst achieving high results for both Health and Safety and Considerate Constructors Scheme, whereby, we were awarded a Bronze Award. Each year we endeavour to improve where possible and welcome any feed-back on performance and quality, allowing new and improved goals and objectives to be set.



United Living share Broxtowe Borough Council’s vision of ‘a good quality affordable home for all residents of Broxtowe’. Moving forward into the year 12 of the partnership our existing site team and supply chain will continue to deliver the new housing modernisation programme, who have a proven track record of delivering exceptional quality standards, whilst maintaining strong communication with residents to keep disruption to a minimum.



Tenant Liaison Officer

The tenant liaison officers will be the main point of contact while the work on your home is being undertaken. Their duties are varied but the focus is always on making sure your needs are met during the improvement works to your home.

You can contact: **Carol Hickling** on **01159173636**
Lisa Sharpe on **07970120748**



What you can do:

- Inform us on any special arrangements that we may need to make to help you during the improvements.
- Please inform us if you have any concerns regarding the proposed improvement works to your home.
- Inform us on any changes in your plans/choices including holidays or ill health.
- To prepare for the improvement works please ensure ornaments, clocks etc, are packed away prior to the works commencing.
- Advise members of the household to take extra care during the work to avoid unnecessary accidents.

The Consultation

During your consultation, prior to refurbishment being carried out in your home, many elements of the work are discussed, such as disturbance and noise and health problems. We would like to remind you that if you have or have had any respiratory problems such as bronchitis or severe asthma, or any other health problems that may be affected by an increase in dust levels, please inform the tenant liaison officer prior to the work commencing.



You can often find your tenant liaison at others areas conducting the consultations, these include:

- **Modernisation Open Days** - enable residents who are due to have modernisations work in their home to talk to officers about the work and make choices on fittings and colours.
- **Retirement Living Coffee Mornings / Tenant Meetings** are held in communal lounges and enable tenants living in the scheme to discuss concerns with the Retirement Living Officer or Tenant Liaison Officer.

However, if you are unable to attend these occasions, then the tenant liaison officer will contact you and make a personal visit to your home.

Capital Works Charter

Our Commitment to You

The Council is committed to providing high quality services to both residents and non-residents alike. In your dealings with the Council you will be dealt with in a courteous and professional manner at all times and you can be assured of equal treatment.

As a practical demonstration of our commitment the Council has produced a number of customer charters, which represent our pledge to you.

This charter covers the provision of the Capital Works and Modernisations Service and explains clearly the standards we aim to meet and what you can expect from us. We also welcome your views and comments in order to improve the service in the future.



What You Can Expect From Us:

- Where your home has been included on a programme of work we will contact you as soon as possible in order to advise you of our plans.
- We will hold open days in a property, which has already been improved, in order to demonstrate the works we intend to carry out.
- Whenever we carry out modernisation work we will give you a choice of colours for kitchen fittings, internal decoration and wall tiles.
- We will visit all homes involved in the work in order to discuss the work plans, discuss the choices you have and introduce you to our construction partner.
- We will offer a high level of customer care throughout the work and provide you with effective and frequent communication about the work.
- Our construction partner will have respect for our customers and their homes.
- We will tidy up at the end of each day
- We will measure and analyse tenant satisfaction.
- We will encourage tenant participation by inviting tenants to regular project meetings and by involving tenants in the general management of Capital Works.
- We will have respect for people with specific needs.
- We will provide handover packs on completion of the work, which will help you to look after the items that have been fitted.
- We will discuss Health and Safety requirements with you.

How you can help us:

- Make arrangements to be at home or provide us with access on the agreed date that the works commence.
- Keep us informed of any change in holidays, choices etc.
- To avoid any accidental damage please ensure ornaments, clocks etc, are packed away prior to the works commencing. When we have completed the work it is your responsibility to ensure that all of your items are returned to the appropriate location or disposed of safely.
- Advise members of the household to take extra care during the work to avoid unnecessary accidents.
- Respect all contractors and Council workers.

Other Help We Can Offer You:

- Where necessary provide you with a decoration allowance if damage occurs outside our planned work areas.
- Provide you with help and advice regarding associated Maintenance issues such as Housing Repairs, Planned Maintenance Programmes, Health and Safety Inspections, Void Property Repairs, Aids and Adaptations, Pest Control, Highway Repairs and Drainage issues.
- Ensure that you only see a female/male officer if you prefer.
- Arrange for an interpreter if necessary.
- Provide a key safe to allow contractors access to your home.

What To Expect During The Works

The improvement work to your home can take **up to 21 working days**.

The work in your home may vary from your neighbours, however you will be provided with layout plans and details of works that are specific to your home.

We would like to make you aware that at times there will be dirt, dust and noise in your home that is unavoidable, we will however wherever possible, keep this to a minimum.

There will be various people working in your home throughout the works. On occasions there will be more than one trade working in your home at the same time. In all instances we will be courteous and respectful of your home and its occupants at all times.

There are also likely to be days when no one will be working in your home. We will keep you fully informed on the programme and timetable of works for your home.

During the works certain trades will need to turn off your water, gas or electric to carry out essential works in these areas. We will keep you fully informed on the times when you will be without these utilities. We will make sure that all your services are back on and in full working order at the end of each working day. However there are occasions where it is not possible to leave you with the full heating facilities. In these circumstances we will agree alternative arrangements with you.

If you require any further advice or assistance do not hesitate to contact your Tenant Liaison Officer.



How You Can Prepare Before The Work Starts

Preparing for work in the kitchen (if applicable)

- Please make sure all kitchen cupboards are empty.
- Please make sure all floor and work surfaces are cleared
- Please remove any soft furnishings ie blinds and curtains including fitments such as curtain rails
- Prior to the work commencing please ensure that the contractors working areas are in a clean and tidy condition.

Remember to make sure that your daily essentials are easy to locate such as your kettle, microwave, and basic cutlery items.



Preparing for work in the bathroom (if applicable)

- Please make sure all toiletries are packed away.
- Please remove any soft furnishings ie blinds and curtains including fitments such as curtain rails.
- Where possible please remove any bathroom items that you wish to save i.e. toilet seat, toilet roll holder and bathroom cabinets.
- Ensure suite and floor are cleaned prior to work commencing.



In special circumstances we can offer assistance – contact the Tenant Liason Officer to arrange this.

IMPORTANT NOTICE!

Please make sure that all valuables and ornaments are packed away and stored in a safe place for the duration of the works.

Important Information

During the modernisations to your home the contractors make every effort to protect your property from damage. The methods used include covering kitchen appliances with dustsheets and covering carpets and floor covering with plastic sheeting. If for any reason this does not happen please contact the site foreman or the tenant liaison officer immediately.

Since the majority of the work takes place in the kitchen any appliances in this area will need to be moved on a regular basis to enable the work to be carried out. However wherever possible it is advisable to find an alternative site for any refrigeration appliances since continuous moving of these items can affect the efficiency of this type of appliance.

Where a full electrical rewire is necessary there will be disturbance in all rooms, in these instances you will be advised on what access is required.

If you have laminate flooring in the rooms where access is required under the floorboards you may be asked to remove part of the laminate flooring to enable the work to be carried out. The responsibility for relaying the laminate will be the tenants.

United Living and Broxtowe Borough Council monitor the works through regular visits and pay particular attention to inspecting your kitchen appliances to ensure that any accidental damage is reported. To assist in this process we request wherever possible that you inspect your appliances at the end of each working day and report any faults/damage immediately to the site foreman or tenant liaison officer. Any delay in reporting faults or damage may lead to difficulty in identifying the trade responsible.

If you discover a problem with any of your appliances out of working hours please contact.

ACTION LINE OUT OF HOURS

01536601740 or 07760758788

When can I ring?

**After 4.30pm Mon-Thurs
After 3.30pm Friday
Weekends or Public Holidays**

Reducing the Risks of Slips, Trips and Falls in Your Home

Broxtowe Borough Council and our Construction Partner United Living have a duty to ensure they protect people in the workplace from the risks of slips, trips and falls. When your home becomes a place of work you too can help to avoid such accidents to yourself, employees and visitors to your home.

Trailing cables

Try to place electrical equipment in a safe place to avoid trailing cables crossing pedestrian routes.

Change of surface from wet to dry

Ensure suitable footwear is worn. Warn of the risks to visitors and locate doormats where these changes are likely to be.

Rugs or mats

Where rugs and mats cannot be removed, ensure that they are securely fixed and that curling edges do not present a trip hazard.

Changes in floor level and slopes

Be aware of changes in floor levels where carpets and tiles have been removed.

Access and egress

Keep all access areas free from obstruction and store household goods and materials in a suitable location.

Footwear

Ensure you choose suitable footwear whilst the contractors are working in your home.

Visitors to your home

Advise all visitors to your home that work is being carried out and to be aware of potential hazards due to the various construction work activities.

Spillages

Make arrangements to deal with spills quickly- Especially where visitors may access your home.

Further information on slips, trips and falls is available at www.hse.gov.uk/slips/

Flame Supervision Device

What is Flame Supervision?

A gas fuel safety system that cuts the supply if the flame goes out or becomes unstable.

Gas Safe Regulations

On 1st January 2008 new regulations from CORGI (now Gas Safe Register) to their members stated that all gas cooking appliances installed in flats (also can be referred to as multi user dwelling or shared occupancy building) will be required to have a flame supervision device.



What does it mean for me?

If you live in a flat (or multi-user dwelling) any new gas appliance will need to be fitted with a Flame Supervision Device or FSD.

I live in a flat or multi-user dwelling

A Gas Safe registered engineer (formerly CORGI) will only install a gas cooking appliance in a flat (multi user dwelling) if the product has a Flame Supervision Device fitted.

I live in a detached, semi detached or terraced property

It is not a requirement that gas appliances have FSD's fitted, but an increasing range of appliances with FSD's will become available over the coming months.

Smoke Detectors

During the electrical work two new smoke detectors will be wired into the electrical circuit in General Housing only.

These new smoke detectors are usually located on the ceiling, at the top and the bottom of the stairs.

In bungalows and flats one smoke detector will be installed in the hall.

Since the smoke detectors are wired into the electric circuit there is no need for replacement batteries however they should be cleaned regularly to remove any dust that may have settled.

If for any reason we are unable to wire the smoke detectors into the electrical circuit, battery operated smoke detectors will be fitted, these smoke detectors contain a lithium battery that has a lifespan of 10 years.



Fire Safety

Nottinghamshire Fire and Rescue Service, offer a FREE Home Safety Check, offering advice on all aspects of safety within the home. You can contact the service on **0800 0223235**. Leave your details and they will arrange to visit you.

Always ask for identification before allowing anyone in your home. Employees of Nottinghamshire Fire and Rescue Service will always show identification upon request.

No-Smoking Legislation and Protecting Employees from Second-hand Smoke



As you may well be aware from the 1st July 2007 virtually all enclosed public places and work places in England have become smoke free environments.

The health act 2006 does not prohibit smoking in private or rented accommodation; however your home becomes a place of work whilst employees and / or contractors are present to complete any works or services required to maintain your home.

As an employer, Broxtowe Borough Council has a duty of care for all its employees under the health and safety work act etc. 1974, and the management of health and safety at work regulations 1999, to provide a working environment that is safe and without risk to health.

We respectfully ask that if works are to be carried out at your home, or a member of staff is to visit your home, that you do not smoke for at least an hour in the area where work is due to be done, nor smoke in the presence of employees and construction partners.

Under these acts, our employees and construction partners can refuse to carry out any work if they feel their health is at risk.

Broxtowe Borough Council and United Living Ltd thank you for your cooperation.

Energy Saving Tips

- ☑ **Draughts (but not the game!)** - make sure you don't have any draughts. Seal off your windows and doors.
- ☑ **Fancy a cuppa?** Only put as much water as you need in the kettle, so if you're making a cup of tea for one, don't fill it to the top.
- ☑ **Let the dishwasher do the dirty work.** Avoid pre-rinsing the dishes in hot water. Save water and energy by just scraping the dishes before they go in.
- ☑ **Make things easy for your fridge and freezer.** Keeping them full means they don't have to work as hard and therefore they use less energy.
- ☑ **Heat your home with cooking.** Leave the oven door open after cooking to let the heat warm your kitchen. The oven might give off enough heat for you to adjust your thermostat.
- ☑ **Shrink your bills, not your clothes.** 90% of a washing machine's energy expenditure is spent on heating the water, so if you wash your clothes at 30-40 °C you're saving significant amounts of money.
- ☑ **Switch it off and save.** Unplug all the appliances that you aren't using regularly - even chargers continue to use electricity when they aren't charging. Also, make sure you're not leaving appliances on standby.
- ☑ **Stay warm, cut costs.** Turning your thermostat down by 1°C can save you as much as £60 per year.
- ☑ **Get cosy.** Wearing more jumpers, socks and slippers around the house, and putting an extra blanket on the bed means you won't be tempted to turn the heating up.
- ☑ **Get the kids involved.** Play energy-saving games with your kids. Get them to spot the areas in the home where energy is being wasted and where lights, switches or appliances have been left on.

Getting Involved

Why Involve Residents?

Residents are central to our business and are best placed to tell us what works well and what could work better. Resident Involvement in Housing Services enables the needs, priorities and aspirations of residents to form the basis of service development.

What is Resident Involvement?

Resident Involvement is a partnership approach to developing Housing Services with a number of ways available for residents to let us know their views and opinions. From involvement at home right through to involvement in decision making, residents choose how they make their voice count. Support and training is provided to ensure residents have the skills they need to be involved in their preferred way.

The Homes Group is a group of residents that look at how our services can be developed for the benefit of all residents. A wide range of information is used to guide their recommendations, which are fed into the Council's decision making process.

Further information about involvement can be found on

www.broxtowe.gov.uk/residentinvolvement

Alternatively, please contact the Resident Involvement Coordinator

Claire Reed on 01159173616.



Satisfaction Survey

Filling in a satisfaction survey on the completion of the works to your home is an easy way you can get involved. We would be grateful if you could spare a few moments to complete the modernisation questionnaire. Your comments enable us to evaluate our performance and use your opinions to improve our service delivery.

The form can also be accessed online by visiting www.broxtowe.gov.uk/capitalworks

Successful returns of the satisfaction survey will mean you are in with a chance to win a quarterly prize draw.

Protecting Your Data

This Privacy Notice sets out why Broxtowe Borough Council collects your personal data, how the Council uses your personal data and who the Council shares your personal data with.

What Information does Broxtowe Borough Council collect from you?

- Name, address, postcode and email address.
- Your family, carer, work and neighbours contact details.
- The type of disabilities / illnesses you and people living in your home suffer from.
- Hours of work and what holidays you have booked.
- Information relevant to customer satisfaction and equal opportunities surveys.

What does Broxtowe Borough Council do with the information we process?

We require this information to understand your needs to provide you with an efficient and effective service, and in particular for the following reasons:

- To provide a seamless consultation service.
- For internal record keeping for customer service and accounts.
- To improve our tenants products and services.
- To contact you by email, phone, text, fax or mail.

Who does Broxtowe Borough Council share your personal information with?

- Our Construction Partners and the sub-contractors they employ, in relation to the work that is carried out to your home.
- Other departments within the Council who may need it to provide services to you.
- Emergency services if they require information to ensure your safety and to prevent crime.
- Auditors who inspect our records.
- Other organisations where we are required by law to do so.



Multi-Floor
(Walsall) Ltd

