

Resident Information Booklet

Planned External Works:

Windows, External Decoration, Roof and Roof Line (soffit board, guttering and down pipes)



If you need this booklet in an alternative format such as larger print or an alternative language, please let your Resident Liaison Officer know.

Andrea Colson: 07715 063838

Working in your home

We will soon be undertaking external improvements to your home. We would like you to be happy with the works and the service that we provide.

Please be aware that although we will do our utmost to complete the work with the minimum of disruption, there will be an element of inconvenience.

Due to the weather or normal work sequencing, your property may not be attended for a day or two in between certain jobs.

Dust will be created during the refurbishment works, which is unavoidable. We will take steps to minimise dust and disruption throughout the works.

IMPORTANT – If you or any member in your household have any health or mobility issues, or any other special requirements, please let us know as soon as possible by contacting our Resident Liaison Officer.

This booklet should:

- Help you understand what happens when we complete external works.
- Give you details of the team and how to contact them.
- What to expect before, during and after the work.

You may need this booklet in the future, so please keep it safe

Meet the Team

Templer HomeBuild is working together with Teign Housing to improve your home.

During the course of the works you will meet different members of our team.

Site Foreman:

Mark Salmon – 07912 476798

Mark will be your first point of contact throughout the works.



Contracts Manager:

Paul Benney - 07710 007124



Resident Liaison Officer:

Andrea Colson - 07715 063838



For all out of hour emergencies FREEPHONE number: 0800 197 9790

Who to contact?

Your first point of contact will be **Mark Salmon**. Please call if you have any general questions about the work, or if you have any issues you would like to discuss.

For technical questions concerning the work, or if you have an urgent query and are not able to contact Mark, then please call our office on 0800 197 9790.

Getting back to you

We often work in parts of the county with little or no mobile signal, so, you may have to leave a message. If you leave us a message, we will endeavour to get back to you within one working day.

Other useful contact numbers

Out of hours Emergency	Tel: 0800 1979790
If you smell gas, fumes or your carbon monoxide alarm sounds call The National Gas Emergency Service	Tel: 0800 111 999
Emergency Services – fire brigade, ambulance, police or coastguard	Tel: 999

External Improvements – Work Process

- **Stage 1 – Validation process**

Templer HomeBuild and a Teign Housing Surveyor will have visited your property to validate its condition and from this they have determined the need for any external replacement work. You may not have been aware of their visit as they complete a visual inspection from outside the property and would only have needed to contact you if they could not access the rear of the property.

- **Stage 2 – Confirmation in writing**

You would have received a letter from Templer HomeBuild informing you of the intention to undertake the works and notification of the planned start date. You must notify us if this is not suitable for you as we may be able to alter the programme to accommodate you (please remember that as these are exterior works, we may not be able to accommodate any requested change as works are weather dependent).

- **Stage 3 – Onsite consultation**

We will meet with you at your home approximately one week before the works are due to start, to discuss the process and access requirements you have whilst we are working at your home. We will always ensure you have access to the main entrance of the property.

- **Stage 4 – Scaffolding**

Any scaffolding required will be erected first - please note that there will be a period of normally one week that the scaffold will be left idle with no works starting. This period enables our Health and Safety Officer, Foreperson and Scaffolding Contracts Manager to certify the structure as safe to work on. It will then be inspected weekly to ensure it is safe for us to work on. The scaffold is there for the workforce to have a safe working platform. **DO NOT CLIMB THE SCAFFOLD OR LET CHILDREN CLIMB ON IT.**

- **Stage 5 – The works**

Our designated foreperson will be present daily throughout the duration of the works; they will coordinate with all teams to ensure a planned and scheduled delivery occurs. Please raise any concerns with Mark Salmon, Andrea Colson or Paul Benney and they will try their upmost to overcome and deal with them as soon as possible, so as not to affect the works being carried out.

- **Stage 6 – Sign off**

Once works are completed Mark and a Teign Housing Surveyor will visit to check and sign off the works. To achieve the sign off, any defects raised by the Teign Housing Surveyor will need to be dealt with by Templer HomeBuild. A sign off will not occur unless all parties agree that a satisfactory standard of work has been achieved.

- **Stage 7 – Certification**

All guarantees and certification for any works completed will be sent to Teign Housing on completion of the works.

- **Stage 8 – Keystone update**

All planned work is recorded on Keystone which is Teign Housing's database and holds information on each individual property. It will be automatically updated upon completion; this means that you will not be contacted again by Templer HomeBuild or Teign Housing until the next cycle of the external works are due.

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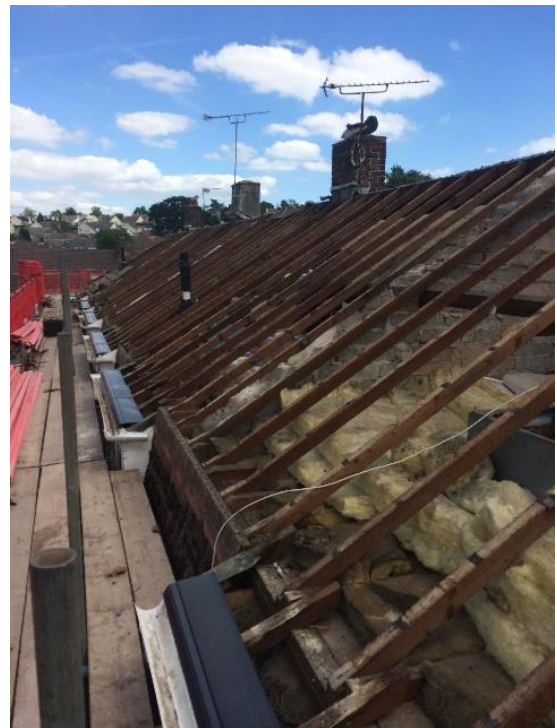


1: Scaffold erected

2: Roof tiles being stripped off. The whole loft space will be exposed for a while, so it is important to make sure nothing is in the loft space whilst works are being carried out.

3: The finished roof. The whole area will be cleared after scaffold is taken down.

2



3



Our working hours

- When we are working at your home, we and our subcontractors will need daily access between the hours of 8.00am and 5.00pm, Monday – Thursday and 8.00am to 4.30pm on Friday. This may vary depending on the weather conditions. We will update you if there is change to the forecasted timescale of the works.
- On some occasions we may have to work weekends, due to inclement weather or bank holidays. During the summer, the working hours may be extended to take advantage of good weather. All works will be completed by 6.30pm.
- We are not always able to arrive at your home at 8.00am each day as we may need to collect materials or wait for the correct trade to access the property depending on the stage of the works. We will liaise with you as work progresses.

How should I prepare for the work?

Templer HomeBuild, or our subcontractors, will go through what you need to do before the work starts.

Please tell us about any health or mobility issues you or your household have as soon as possible so we can make sure we provide you with a service that meets your needs and requirements.

You must remove anything from your garden and access paths that will cause any access issues for the team. We strongly advise you to remove any items of value, including sentimental items that may be at risk of breakage.

It is also important if you have pets, that you make sure the area around where scaffold is to be erected has been thoroughly cleared prior to it being put up. The team have to manually lift scaffold poles and boards on their shoulders, and the risk of infection is high for them should any excrement be left on the ground. Our subcontractors have the right to refuse to work if the areas are not sufficiently cleared.

*Important! Please tell your Resident Liaison Officer **BEFORE** we start if you or any members of your household have any mobility, health or medical conditions which might be affected by or influence the works.*

If you need help moving large items, please let us know before the work starts. We can arrange this to allow the work to start on time.

Please ensure all items below are completed before commencement of works:

- Clear all pots, garden furniture or toys, including anything with sentimental value, from the scaffold area and access paths to minimise any accidents or breakages.
- Clear all pet housing and excrement from the scaffold area and access paths.
- If you store items in the loft space, please ensure they are removed prior to any roof works starting.

How can I help the work run smoothly?

- Please make sure you have prepared as requested in this booklet.
- Please make sure children are always supervised when entering and leaving the property, including playing in the garden during the works.
- We are unable to work at a property where a minor (aged under 18) is alone without an adult being present. If you ask us to work at your home when you are not at home, a person aged 18 or over will need to be present.
- Please make sure pets are controlled and moved to other areas, if requested. This includes kennels, hutches and aviaries
- Please follow any advice or safety notices put up by our team during the work. These are for your safety as well as the workforce.
- Let us have access to your home every day (unless we tell you differently) until the work is complete. This will help us finish the work on time.
- If you are unable to keep an appointment or will not be in during the work, please tell us immediately so we can make other arrangements.
- Our operatives may at times need to leave your home for short periods during the day. Please make sure they can gain access to your property if they have not finished their work. They will let you know if they need to come back on the same day.

Please contact us immediately if the start date is not convenient for you.

Remember to keep our contact details to hand in case you need them in future.

Code of Conduct

A copy of our code of conduct is available on request – please contact us

- You will be visited regularly whilst the work is taking place and Mark Salmon will be your first point of contact if you have any problems or questions.

Important – Staying safe

- It is essential that all work in and around your home is carried out in a safe way.
- The operatives and any subcontractors we use will wear identification badges with photographs on them and branded work wear.
- Always ask for identification before letting anyone into your home.
- We will keep all tools and equipment strictly under control. However, please prevent children or pets from wandering into the work area.
- Whilst we are working at your home, there will be a certain amount of materials stored around the work area. Please do not touch these items.
- Please keep windows and doors closed to prevent dust from spreading through your home.
- We will remove all rubbish from your home as the work progresses.
- We will not leave tools in your home overnight.
- You should tell any visitors to your home about the work being carried out and prevent them from wandering into the work area.

Moving Possessions Disclaimer

- It is your responsibility to move garden furniture and pots so there is clear access to all work areas, as agreed with us.

- In order to avoid accidents, please pack all valuables and breakables away.
- In the unlikely event of a possible insurance claim, do not dispose of any items that are subject to a claim, as you will need to provide them as evidence.
- We are happy to help you move any of your possessions. However, we are not responsible for any loss or damage caused during this process. Should you have any items of great value in monetary or sentimental terms, we would recommend that you or your family pack these independently.

After the work is finished

We will inspect all works to make sure they meet the agreed specification and have been completed to a good standard.

- Any outstanding work (called snagging) will be done within 5 working days before we sign off the work as complete.
- The works are guaranteed for 12 months. Please report any problems to Templer HomeBuild.

We value your opinion, so at the end of the work we will ask you to complete a satisfaction survey. This will tell us if we need to change the way we do things in order to improve our service.

Frequently asked questions

Q – Do I have to have the work done?

A – Teign Housing want to improve as many homes as possible. It is in your best interest that you allow these works to be completed. We will work with you to ensure the works have as little impact on you as possible, for this we need you to discuss your individual needs so we can best meet your requirements.

Q – Will I have to pay for the improvements?

A – No.

*** Leaseholders will have been consulted prior to work commencing.*

Q – Will I have to move out?

A – We will carry out the work while you are still in your home. We will need to store materials in the garden area overnight and ask you not to touch them.