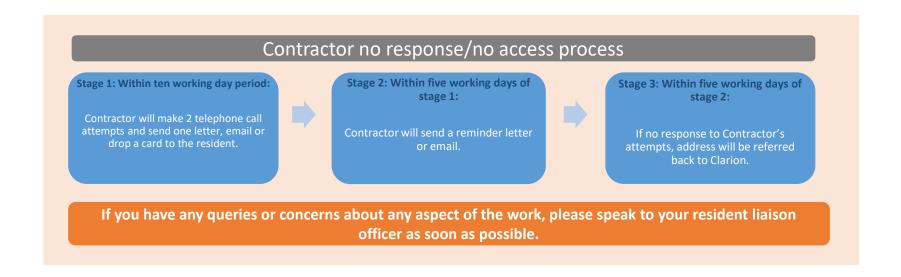
Planned Investment – Resident Communications Processes

Clarion/contractor communication with residents Clarion/contractor 2-4 weeks before 1-2 weeks before 24-48 hours before As work progresses: On completion of Satisfaction work is due to start: work is due to start: work is due to start: the work: feedback from Contractor will letter to confirm resident: Contractor will Contractor will Contractor will send Contractor will send work taking place Contractor will gather contact resident to residents a final with any updates. this financial year. with the resident. gather resident's reminder of the reminder, and check start date. any preparation Residents should agree start date, run required by the (Only following speak to their resident has been through information form will be left with Clarion will undertake completion of any resident liaison packs and confirm telephone surveys Section 20 officer (RLO) if they any colour/style any issues arise within have any queries or choices (where required for issues at any point completed work each leaseholder work). during the work. month, via The



Planned Investment – No-Access Processes

Access for Health & Safety / Compliance Work

Stage 1: Within five working days of non-access referral from contractor:

Clarion will write to resident to request access.

Stage 2: Ten working days after stage 1 letter:

Clarion will send second request to resident.

Stage 3: Ten working days after stage 2 letter:

Clarion will write to resident to advise we may proceed with legal action for non-access if no response within next seven days.

If you fail to allow access for essential work, you're in breach of your tenancy agreement terms, and we may have to take legal action.

Access for General Work

Stage 1: Following non-access referral from contractor:

Clarion will write to resident to advise that if no contact within 10 working days, work will be cancelled.



Stage 2: Ten working days after stage 1 letter:

Clarion will write to resident to advise work has been cancelled.

Please be aware that we may not be returning to your area to carry out work for several years. So if you don't allow access / refuse the work now, but change your mind at a later date, we may not be able to return to complete the work in the near future.