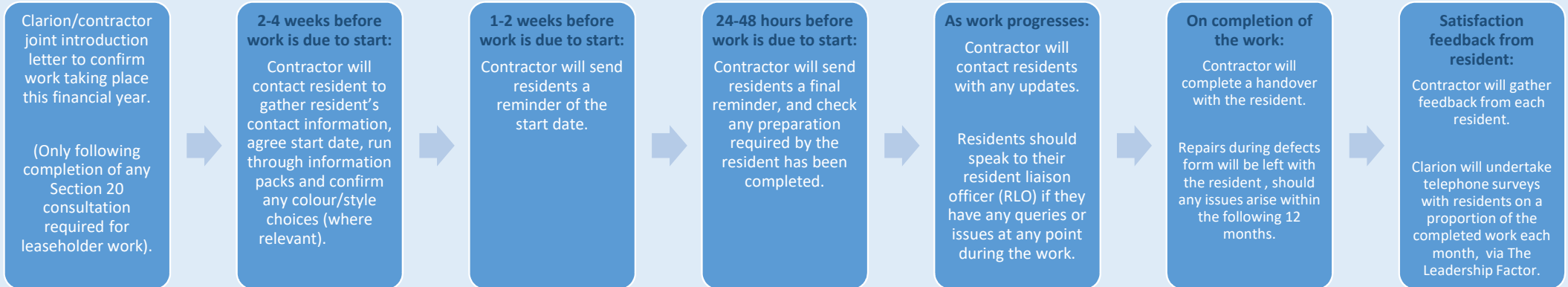
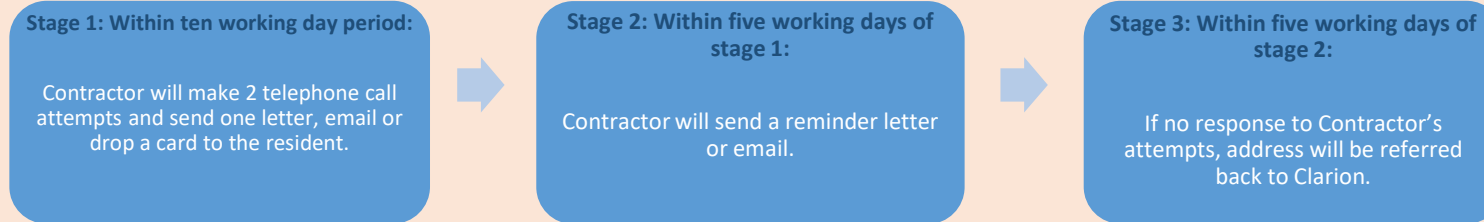


Planned Investment – Resident Communications Processes

Clarion/contractor communication with residents



Contractor no response/no access process



If you have any queries or concerns about any aspect of the work, please speak to your resident liaison officer as soon as possible.

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.