



CLARION
HOUSING

Major works information

What you need to know

Page Contents

Introduction

2	Planned Investment
2	Data Protection

How to contact us

3	Contacting Clarion
3	Reporting repairs
3	Emergencies
4	Role of the Resident Liaison Officer (RLO)
4	Complaints
4	Compliments
5	Identification
5	Guideline
5	Translation / interpretation services

Before work starts

6	What's included in the work
6	Residents' choice
7	Pre-condition surveys and photos
7	Disabled adaptations
7	Works agreement
7	Standards you can expect from our contractors

During the work

8	Access
8-10	Health & safety
10	Installation refusals after items have been ordered
10	Requests for additional work
10	Making your own alterations / improvements
11	Use of residents' own materials / items
11	Foreign speaking operatives

After the work is completed

11	Resident satisfaction survey
11	Repairs during defects period

Introduction

Planned Investment

Planned investment works (also known as major works) are where we carry out renewals and refurbishments within or outside of your home, such as kitchens, bathrooms, doors, windows, boilers, roofs, fencing, or thermal insulation. This is usually done when an item has reached its natural lifespan and it's no longer easy or economical to repair or maintain, or it may be simply outdated and in need of modernisation. We work on about 15,000 homes each year.

Occasionally we may also carry out works to improve the surrounding environment, which might include new footpaths, walls, planting and/or improved external lighting.

If we're planning to carry out work in or around your home, we'll contact you in advance and let you know our proposal. If you're a leaseholder we have a legal requirement to consult with you about the extent of the work, the likely cost involved, the proposed contractors, and to answer any queries or concerns you have about the proposed work.

Clarion Housing and our contractors always aim to put our customers first. We fully understand the importance of making sure work is undertaken safely and with as little disruption as possible. Our aim is to ensure work is carried out to a good standard and on time, and that you're satisfied with the work we've done.

This booklet has been produced jointly between Clarion Housing, our contractors and resident representatives to demonstrate our commitment to you, to explain what you can expect, and to answer some frequently asked questions.

Our contractor will explain more about the specific work they'll be carrying out in, or around your home. They'll also provide you with contact and emergency details nearer the time they plan to start the work.

Data protection

In order to help us carry out the work safely and efficiently, we share resident information with our contractors, such as your full name, address and contact numbers, email address; whether you're a tenant or leaseholder; any communication requirements that you've told us about (eg mobility issues), and whether you prefer us to contact you via an alternative mailing address or prefer us to deal only with your officially appointed representative).

We operate under a strict data and information sharing protocol to ensure that your personal data will be held confidentially by our contractors, and will only be used for the purpose of delivering the works we've identified. We will also retain certain information beyond the completion of the project, in line with our 'retention policy'.

We and our contractors will fully comply with the requirements of the current Data Protection Act. To find out more about how Clarion processes your data please visit <http://www.clarionhg.com>.

Contact us

If you have any queries about the work, your first point of contact should always be your resident liaison officer (RLO). You'll be given specific information about the work and who to contact nearer the time the contractor proposes to start work.

If you'd like to speak to someone from Clarion Housing about the work, you can contact us:

By email via customerservices@myclarionhousing.com

By post to Clarion Housing, Reed House, Peachman Way, Broadland Business Park, Norwich, NR7 0WF

Repairs

If you have any immediate repairs or health and safety concerns, please contact our repairs team via our website on myclarionhousing.com/request-a-repair, by email repairs@myclarionhousing.com, or by telephone on 0300 500 8000.

You can find out more about what repairs we cover, and what you're responsible for, on myclarionhousing.com/repairs-and-maintenance.

Emergencies

We'll make sure that we leave your home safe at the end of the day. But, if you do have a problem with any of the work we're carrying out, please use our emergency call-out procedure:

During normal working hours: Emergencies relating to the work we're carrying out should be reported to your RLO. Please refer to the information our contractor will provide to you before the work starts.

Outside normal working hours: Before the work starts your RLO will also provide you with contact details for emergencies (relating to the work we're carrying out), which are outside our normal working hours, and which can't wait until the next working day.

For out of hours emergencies which don't directly relate to the work our contractor is doing — please contact us on 0300 500 8000.

In the event of a suspected **gas leak** contact your gas service provider **immediately** on their emergency FREEPHONE number 0800 111 999.

Resident liaison officer

If you have any queries about the work, your first point of contact should always be your resident liaison officer (RLO). You'll be given specific information about the work and who to contact nearer the time the contractor proposes to start work.

Your RLO will:

- provide all information relevant to the work
- organise appointments for work to be carried out, including notifying you of any changes to timescales or delays to work
- help with any special needs you may have.

They'll contact you regularly to:

- make sure everything's running smoothly
- tell you about any changes
- respond to any questions, concerns or complaints you may have.

Our contractor will provide you with contact details for your RLO and key members of the site team before the work starts.

Complaints

Even in the best run organisations things can occasionally go wrong. If any problems do arise during the work, please contact your RLO as soon as possible so they can try to sort the problem out quickly.

Our contractors will aim to sort out any complaints within ten working days.

If you don't feel that they've dealt with your complaint satisfactorily, you can then raise the issue using Clarion Housing's complaints procedure. But please ensure all complaints are made to the contractor first.

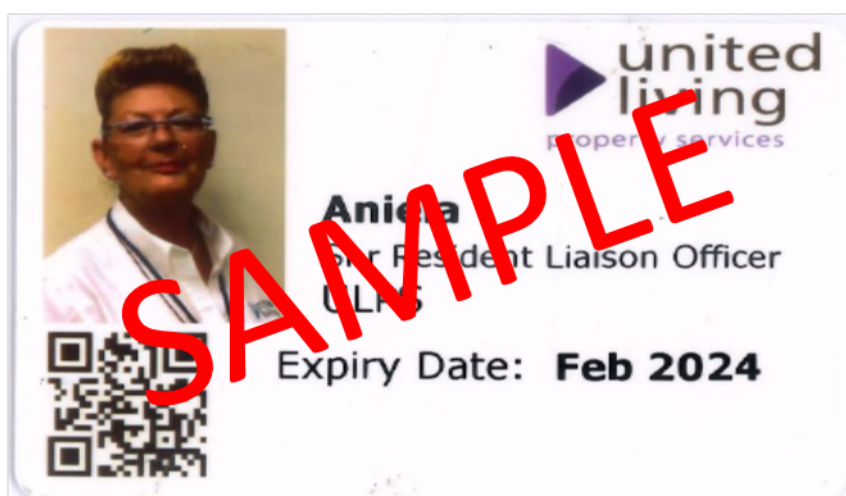
Compliments

If you think our staff or contractors have done a particularly good job we'd love to hear from you – by phone, email or letter to Clarion Housing or to our contractor. It's a real boost to their morale to know their hard work has been acknowledged.

Identification

Important: Please never let anyone into your home without first checking their identity.

Our contractors always wear uniforms and/or high visibility vests with their company logo on. They also carry an official identification card, which includes their photograph and company logo.



If you have any concerns or if you'd like to check someone's identity further, please contact your RLO, or call our customer services team on 0300 500 8000. Our contractors won't mind waiting whilst you do this.

If you'd like to use a password system, please speak to your RLO.

Guideline

Clarion Futures' Guideline team offers all Clarion residents free and practical advice to help you keep on top of your household bills, save energy and make sure you are getting all of the help you're entitled to. This is a phone service by appointment only, Mondays-Fridays.

If you'd like to know more, please email guideline@myclarionhousing.com, or call 0300 500 8000 and ask for Guideline.

Translation / interpretation services

If you require a Clarion document translated or need to have a conversation with us in another language, please make Clarion Housing aware of this. It is generally quicker and easier if you have a family member or friend that can help. If that is not possible then we may be able to provide this service for you, either in a language other than English or sign language.

If you need a document from our contractor translated, please contact your RLO for more information.

Before work starts

What's included in the proposed work?

The work will vary greatly from home to home, so you may have different work carried out to your neighbour.

Our contractor will provide you with individual information sheets about the work we're planning to carry out **specifically to your home**.

Please take time to read the information they provide, as it will help you understand how the work might affect you, what you may need to do to prepare for the work, and what you can do to help.

Resident choice

Work to your own home

You'll be given a choice of design and colour for certain elements such as kitchens, bathrooms, doors, and sometimes communal / external areas. Your RLO will give you more information if this is applicable.

You may change your mind about the colour/style of items you've chosen. But you must let your RLO know about any changes **within seven days** from the date you agreed the design or choice. Any requested changes after this date may not be possible.

Work to communal or external areas only

If you live in a block of flats, where possible we'll also seek your views on the colour to be used in communal / external areas (for example, paint work, communal area walls or flooring). Depending on the work required, choices may not always be possible, or may be limited if the building has certain listed status.

We'll offer you a selection to choose from, and will ask each flat to select their preferred colour by completing a choice form and return it to us. You must return your completed form by the date we specify, otherwise we won't be able to consider your choice.

We'll then use the one **chosen by the majority of residents**, (and we'll confirm the colour to you before work commences). If there's no clear majority, we'll use a pre-chosen/'default colour', which we'll tell you about on the choice form.

Pre-condition surveys and photos

Our contractor may need to complete a survey to record the condition of areas in your home before work starts. This might include the areas they'll need to pass through to get to where work is taking place. They'll take photos and notes of the condition of items such as furniture, white goods, floor coverings and decorations. This will help with investigations if anything is accidentally damaged whilst work is taking place, so we can clearly see the condition of the area(s) prior to the damage.

Any claims for compensation for damaged items may be weakened or rejected if you fail to keep the damaged items for our contractor to inspect.

In line with our 'retention policy' we'll need to keep photos beyond the completion of the project, in case we need to refer to them after the work is completed.

Disabled adaptations

If you need an adaptation in relation to the work we're planning, please let your RLO know at the earliest opportunity. You may be advised to request a visit from your local authority's occupational therapist. (Usually your doctor can refer you). The occupational therapist will visit and recommend any specialist adaptations to suit your needs.

We may have to postpone our planned work to your home if an adaptation is recommended that triggers a requirement for a Disabled Facilities Grant (DFG).

When carrying out upgrade works, if you already have adaptations (such as lever taps) we'll replace like for like unless you tell us otherwise.

Works agreement

We've asked a solicitor to create an impartial works agreement to set out joint responsibilities between you, Clarion Housing and our contractor. Your RLO will provide you with a copy, which we'll ask you to read carefully, and sign before the work starts.

If you're concerned with any part of the agreement please discuss it with your RLO. If it's not signed, we may not be able to go ahead with the work.

What standards can you expect from our contractors?

We've introduced a set of site rules that our contractors have signed up to. It's our responsibility to ensure all our workers follow these rules. You can see a full version of them on our website, www.myclarionhousing.com/contractorsiterules.

During the work

Access to your home

If our contractors have any problems with getting into your home, this could result in delays in completing the work.

If our contractors need access to carry out the work in your home, it will usually be between 8am to 5pm, Monday to Friday. They'll discuss access arrangements with you.

If you can't be at home to let them in, and you can't arrange for someone else to be there on your behalf, some of our contractors offer a key holding service. Please ask your RLO about this.

Our staff and contractors won't be able to work in your home if children under the age of 16 are left without suitable adult supervision.

Sometimes, due to unexpected circumstances, our contractor may need to arrange last minute access, cancel or rearrange appointments. Your RLO will contact you as soon as possible to let you know.

If you are a disabled or vulnerable resident, or have any special requirements (eg mobility or health conditions) which may be affected by the work, please tell your RLO as soon as possible.

Please let your RLO know if you work shifts – they'll try to organise the work so there's minimal disruption to you. But we'd appreciate your patience and understanding if they need access to your home or need to carry out some noisy or disruptive work during the normal working day.

Health & safety

We'll make sure that our staff and workers are suitably skilled and competent in the tasks they've been asked to carry out. We'll always follow health and safety procedures, and it's our aim to never put you or our workers at risk.

Covid-19

The safety of residents, staff and our contractors is our highest priority. We're continuing to take every step possible to ensure the health and safety of everyone we come into contact with. Find out more in our planned investment Covid statement on our website: www.myclarionhousing.com/plannedcovidstatement.

Standards of behaviour

We expect our contractors to behave in a courteous and professional manner at all times.

We also expect residents to be polite and cooperative with our contractors at all times. We won't tolerate verbal or physically abusive behaviour, and will pull our contractors out from your home immediately should this happen. We will report unacceptable resident behaviour to your neighbourhood housing team.

Essential Works

Some work, like electrical testing, is essential for your safety and that of your family, and any visitors. You **must** allow our contractor access to undertake essential work unless there are exceptional circumstances preventing this – in which case you **should speak to our contractor as soon as possible, or contact us.**

Footwear

Our workers are required to wear safety footwear at all times. We realise that some residents don't like outdoor footwear worn in their homes, so we'll ensure protective sheeting is laid on the floors, or workers wear protective overshoes.

Asbestos

It's not unusual to find asbestos in houses and flats, as it was used extensively in the building industry until 1999.

If you have asbestos in your home, we understand that you may be worried about the possible dangers. The Health & Safety Executive (HSE) says that as long as asbestos is in good condition and isn't disturbed or damaged, there's no risk to your health, or reason for any concern.

We'd like to assure you that any work carried out won't put you or any resident at risk. If asbestos needs to be removed, the work will be done in accordance with the current regulations and procedures.

If we need to carry out an asbestos survey before any work starts, we'll let you know. The asbestos survey will usually include a check in all of your rooms, and the surveyor may need to take a small sample from the area where we're planning to work (eg a piece of tiling from your kitchen).

Children, pets and visitors

Please keep your children, pets and any visitors away from the rooms or areas where we're working.

Our staff and contractors won't be able to work in your home if children under the age of 16 are left without suitable adult supervision.

Signs and notices

Please take special note of any barriers, warning signs or notices, and please don't remove or obstruct them in anyway. If in doubt, please ask.

Smoking

Our contractors will never smoke in your home. To protect them from passive smoke whilst working in your home, we request that you please don't smoke in their presence either. We appreciate your cooperation with this.

Site welfare facilities and storage

On some of our larger schemes we may need to provide space for our contractors to install welfare facilities and/or storage for their operatives. If applicable, your RLO will provide you with more information about this.

Installation refusals after items ordered

If you refuse us access, without good reason, to fit a kitchen, windows or a door after it's been ordered, or any other instance where we might incur a cost, **we reserve the right to recharge you for that item and/or any associated cancellation fees.**

Requests for additional work

We're unable to consider requests for additional work outside of our standard specifications.

Making your own alterations/ improvements

If you wish to make any alterations or improvements yourself, you must get written permission from your housing officer before you carry out any work. You may also need to obtain planning permission or building regulations approval.

You'll be responsible for ensuring the work is fully certified by a qualified tradesperson where you're not qualified to do the work yourself.

We reserve the right to recharge you for any work we may need to carry out straight away, or at a later date, if the alterations are unsafe and/or sub-standard.

You can contact our customer services team for more information about this.

Use of residents' own materials

We may consider using your own materials, such as tiles or taps – but this will be at the discretion of Clarion Housing and our contractor.

You must not purchase any items until we've discussed and agreed this with you, so we can advise you on size, type or quantity that you must provide. We will ask you to sign an agreement before you purchase the items.

You will be responsible for maintaining these items going forwards.

Foreign speaking operatives

Some of our contractors may use operatives who don't speak English as their first language – some may also have a very limited understanding of English.

Most residents find basic two-way communication is possible, but if you have a problem you'll always be able to contact your RLO or site manager/supervisor to answer any questions you may have.

After the work is completed

Resident satisfaction survey

We use an external agency called The Leadership Factor to gauge feedback from our residents. They'll carry out telephone surveys with a proportion of residents who've recently had work completed.

Our contractors will also contact **all** residents to check your satisfaction with the work, but if you have any concerns at any time, please let them know as soon as possible.

Your feedback is very important to Clarion Housing and our contractors – we'd be grateful if you'd take time to answer their questions, let them know what we've done well, and what we can do to improve. We'll read and discuss all comments we receive in our aim to continually improve customer satisfaction.

Repairs during defects period

You shouldn't experience any problems with the work we've just carried out. But if you do, please refer to the 'repairs during defects' form that our contractor will give you when the work is finished. It will give you details of who you should contact within 12 months of the contractor completing the work.

If you experience problems after the 12 months defects period, please report the issue to your usual repairs contractor.