



your home's

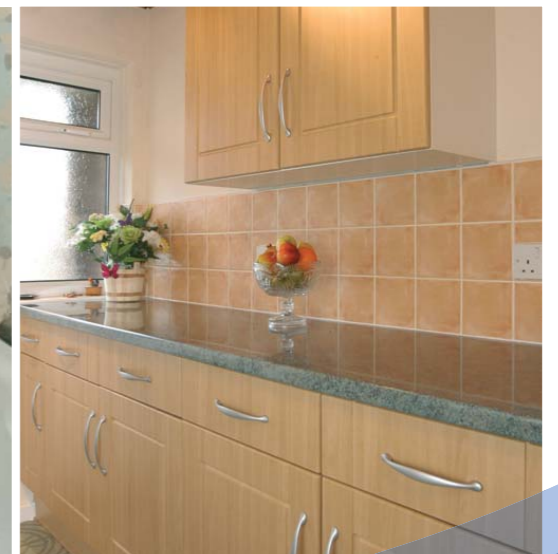
modernisation explained

6 general queries

When work begins your Contractor will issue you with contact telephone numbers for their customer care team and site staff who will deal with any concerns or issues you may have.

If you have any general queries you can contact Erimus Housing Regeneration Team on Tel No.

01642 773637
or 773636.



your home's modernisation explained



Erimus Housing is currently working in partnership with Rok Group, Dunelm Property Services and our own in-house team, Erimus Building Services, to deliver a major programme of improvement & modernisation.

The investment programme means that by 2010, Erimus Housing will have spent around £105 million bringing our properties up to modern day living standards.

This leaflet will provide you with some general information on:

- * How we will consult with you
- * What is involved before and during the modernisation work
- * After the work is finished
- * General queries

1 planning the modernisation of your estate & home

Before we start working on a particular estate we need to plan what work will take place and the route the work will take across the estate. Each estate is broken up into zones of approximately 80-100 homes.

In accordance with the government's Decent Homes standards a surveyor will visit your home to assess the age and condition of the fixtures and fittings in order



to establish what needs renewing. Erimus Housing is currently modernising homes to a higher standard than the Decent Home standard recommends. For instance according to the government kitchen units and layouts are only required to be updated every 30 years whereas Erimus Housing is currently replacing kitchens when they are 15 years or over.

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2 consulting with you about the work

You will be invited to a Customer Consultation day held at a Mobile Exhibition Unit, which will be parked at a site near your home. Here you will receive advice on what you need to know before and after the modernisation work. Staff will be on hand throughout the day to answer any queries you may have.

At a later date you will be invited to attend the Mobile Exhibition unit again to look at samples of the products that we will be fitting in order for you to make your choices. It is a further opportunity to raise any queries you may have about the work.

Nearer the time of your modernisation date your Contractor's Representative will visit you at home to go into more detail about what you need to do before work begins and also give you advice regarding your own Health and Safety during the works. They will assess your needs if you have any health or medical concerns relating to the works and how the contractor can accommodate them.



3 before the works begin to your home

As mentioned a surveyor will already have visited your home to decide what works are needed. In addition you will receive at least one visit from the Site Team before work begins to explain the work that will be carried out and also what is required from you during the works.

You will also receive a visit from a kitchen surveyor who will plan your new kitchen layout. Other site officials may also visit from time to time to pre plan the works to your home.



4 modernisation work

The work will take up to 5 weeks to complete depending on the amount of work required to your home. We will strive to keep disruption to a minimum however a certain amount of dust and noise cannot be avoided, particularly during the first two weeks of work.

The Contractors staff will notify you when they need access to your home. There will be days when no work will take place or when access is needed for only a short part of the day.

Whilst we are working in your home you will receive regular visits from the contractor's customer care team. It is their job to ensure you are kept well informed and that all works run as smoothly as possible. If you have any queries or concerns or require assistance the customer care team will help and advise you.

Services such as electricity or water may be disconnected for short periods during the works but never overnight and you will be kept fully informed at all times.

5 after the work is finished

On completion the Site Manager will call to inspect the works and any outstanding issues will be identified and rectified. Once all works are complete you will be asked to fill in a Satisfaction Survey. We will respond to any issues you raise and note any suggestions so that we can constantly update and improve the service we offer.

After completion you may be eligible for a disturbance allowance or a decoration voucher. The amount paid will depend upon the size of your property and the amount of disturbance caused to your decor. Please note Erimus Housing Policy states that if your rent account is in arrears then your payment will be offset against your rent account.

