

Modernising your home

Your home's external work explained



External Work

Please read this leaflet before
work starts to your home



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Erimus Housing will soon start external work to properties in your area and your home is included in this programme of work. This work may include:

- **Roofing**
- **External brickwork repairs**
- **External timber repairs**
- **Replacement or repair to guttering & downpipes**
- **Replacement or repair to outhouse doors**
- **Property painting**

Before work can start a surveyor will visit your home to assess what work is needed. If any roofing work is needed it may be necessary to put up **scaffolding** at your home. Our appointed contractor will call at your home to arrange a suitable time and date for the scaffolding to be put up.

Depending on the amount of work required it may take between one and three weeks to complete. Please remember though that progress is dependant on weather conditions. We will strive to keep disruption to a minimum and you will be kept fully informed at all times of any changes or delays.

The contractor will need access to the outside of your property so please read the following advice:

- **Avoid use, where possible, of any entrances affected by scaffolding**
- **Ensure children and visitors are kept clear of any work areas**

- **Move any vehicles from driveways and paths as requested**
- **Make sure any pets are safely kept inside.**

The site manager will visit you before work begins and outline how it will affect you and what you need to do during the work.

All our workers and approved contractors carry identification with them but should not need access to your home for this work.

Please note - If you have a satellite dish on your property, scaffolding may affect the signal temporarily, however we will strive to keep any disruption to a minimum. It is your responsibility to remove the satellite dish if necessary for the work to be carried out.

Please also take the time to fill in a satisfaction survey. As any information given will be used to ensure we continually improve our service.

When work begins, your contractor will give you 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 on
tel 01642 773637 / 773636 or
freephone from a landline 08000 461 600

