

# Major Work to Your Home

## **Our staff and contractors will:**

- Use a surveyor to establish what needs to be renewed when planning major improvement work to your home.
- Consult with you before work begins and give you choices on the products, where appropriate.
- Visit you to explain in detail what work will be undertaken in your home before it starts.
- Keep you informed of the progress of your improvement work.
- Inspect completed work, rectify any issues and ensure you are satisfied.
- Try to complete all major work whilst you remain in your property.
- Offer you an allowance toward the cost of redecoration once work is complete.