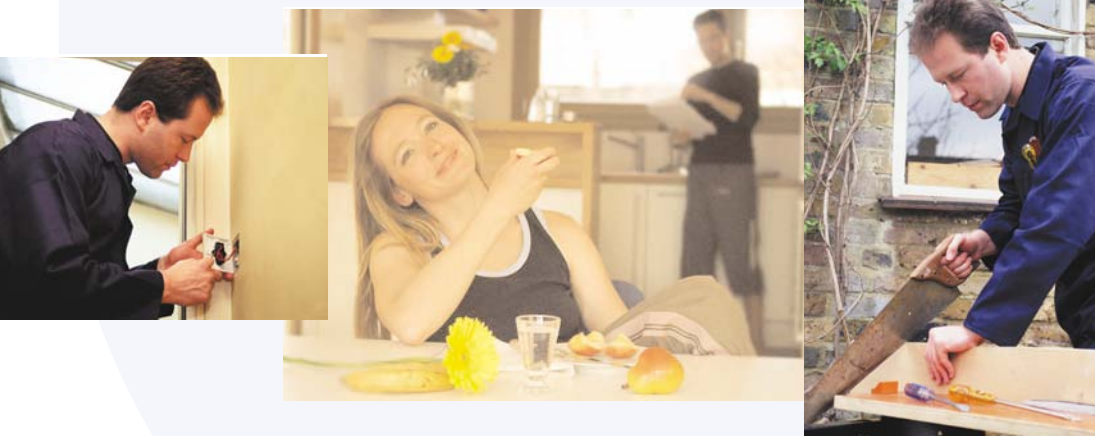


### **‘Promises’**

Where Erimus is completing major refurbishment works ‘promises’ will be included at the same time. This includes items such as electric showers, hard-wired smoke alarms, ventilation fans and external lights. Where no refurbishment is to be undertaken, these will be completed as a separate programme of works.



## **Your Questions Answered**



# Your Questions Answered

You may already be aware that Erimus Housing is currently undertaking an extensive improvements programme to make sure that all of our homes meet modern day living standards. These works are being carried out to make sure our homes meet the Governments 'Decent Homes' standard.

Not every property will be eligible for all of the works. Erimus Housing will not be able to afford to renew items that were recently installed. One of our surveyors will visit your home and the extent of the works to be done will be discussed with you after the survey has been completed.

The works to be completed by Erimus Housing can include the following -

- Kitchens
- Bathrooms
- Heating
- Electrical re-wire
- Doors and Window replacement
- Internal Doors
- External or structural works

If you are aware of any health, safety or medical reasons, which could be affected by the works, or any other reason why work needs to be completed earlier or later than planned, please let an Erimus representative know as soon as possible. This will enable any necessary arrangements to be made.

You will be informed and consulted with during the improvement programme. The following questions will give you some answers but if you have any further concerns or questions please contact us.



## Q. Will I have to move out of my home?

A. No. Some works, such as kitchens and replacement windows will cause disruption so you may want to stay with friends or relatives whilst these works are carried out. We may be able to arrange temporary day-time accommodation for those people without friends or family able to accommodate them.

## Q. When will works start and what will be done to my home?

A. You will receive a letter well in advance of the planned work. Erimus Housing will visit your home and check what will need to be done. This work will be discussed with you and you will be invited to a show home, mobile unit or open day, nearer to the start date to look at the options available.

## Q. Who will visit?

A. A surveyor working for Erimus Housing or one of its partners. Please be sure that you are satisfied with the identity of each caller before allowing him or her into to your home. All genuine callers will be pleased to show you their identity card, for you to check. If you have any doubts do not allow them to enter but telephone **Erimus Housing on 01642 777600** or the **Police on 01642 000000**.

## Q. Will I have a choice of styles and colours for any improvements?

A. There are a number of choices available for kitchens, bathroom tiles, flooring, external and internal doors, and fires. In addition you will be offered the opportunity to choose from a deluxe range of some items available at an additional cost.

## Q. Do I have to have improvements to my home?

A. All of the improvement work is being carried out to improve your living standard. There may be reasons, such as ill health, where work can be carried out at a more convenient time. If you insist that you do not want the work to be carried out an Erimus Housing representative will discuss this with you.

## Q. I have applied to buy my house, will I still be included in the improvements programme?

A. No improvement works will be undertaken if you have applied to buy your property. Erimus Housing will of course continue to carry out essential repairs as and when they occur, up until you become the legal owner.