

Your guide when we're doing work to the outside your home

This guidance covers the replacement of major components such as windows, doors and roof coverings as well as external decorating and structural work like underpinning.

- Our aim is to provide a high quality service that causes the minimum amount of disruption to you while we improve your home.
- Before we do any work, we'll carry out a detailed survey of your home to establish what work is required.
- We'll inform you in writing when the survey is due to be carried out
- Before we start, we'll consult you about the work we plan to do.
- The start date for the works will be agreed with you and we'll give you an idea on how long it is likely to take.
- Before starting the work, we'll carry out an inspection with you, and record the condition of the working area.
- The contractor will protect your floor coverings and belongings during the work.
- The contractor will ensure that the site is left suitably clean and tidy at the end of each working day.
- We'll give you a direct line telephone number should you need to contact us during the work.
- The contractor will keep your home and belongings secure. from damage.
- We'll let you know if the work is going to take longer than we expected.
- We'll carry out inspections during the work and will arrange a final inspection when the work has finished.
- You'll be asked whether the work has been completed to your satisfaction.

If you would like this document produced in your own language, in Braille, large print or audio, please let us know.