



External works programme

www.tworivershousing.org.uk

You're Home Now.



Our external works programme

We are working in partnership with Equans to deliver our external works programme.

Equans is our main external works contractor. Equans and its sub-contractors will carry out and oversee the improvement work to your home.

Tenants were involved at every stage of the selection process to appoint our contractors. This included interviews, scoring contractors against expected standards and asking questions about quality and service delivery.

Please be aware that external work can be affected or delayed by bad weather, so timescales can be subject to change.

The external works programme can include some, or all, of the elements in the list on the back page. Please note this will vary between properties.



If you go to our website – www.tworivershousing.org.uk – and register for ‘**My Account**’, you will find specific information relating to your home.

For more general information about our improvement programmes, please visit the ‘**Your Home**’ section of our website.

You will also find a useful booklet called ‘**Investing in your home**’ in our website ‘**Library**’.

Before the work starts

Stage 1: You will receive a 'notification of works' letter. This will introduce Equans as the contractor, and confirm your home is due for improvement work.

Stage 2: If not already completed, an external survey of your home will be carried out by a surveyor from Two Rivers Housing or Equans.

i You don't need to be at home for the survey, unless the surveyor requires rear access to your property. He/she will let you know what they're doing and leave a card if you're not in.

Stage 3: Equans will write to you before work is due to begin.

Stage 4: Your Tenant Liaison Officer from Equans will visit to explain the works and address any individual concerns.

Stage 5: You will receive a reminder shortly before the work is about to start.

i This will be by email, post or phone.

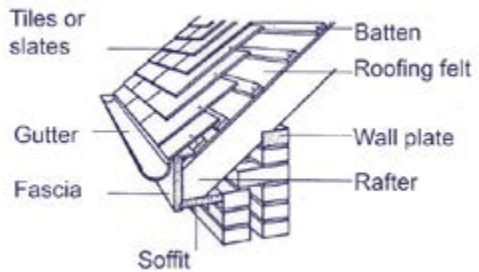
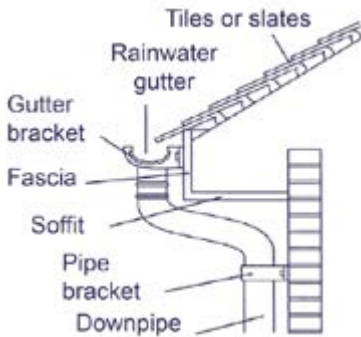
During the work

The time taken to complete the work will depend upon the work due for your home and will vary between properties. Your Tenant Liaison Officer from Equans will advise you of timescales and whether or not scaffolding will be required.

Scaffolding can affect or cause a loss of satellite and TV reception once erected. If this is the case, Equans will temporarily relocate your aerial or dish, and reinstate it when the scaffolding is removed.

These are some examples of the work that could be carried out on your home:

- Roofs and chimneys
- Fascias and barge boards
- Soffits
- Guttering and rainwater goods
- External painting and repairs
- Rendering and pointing
- Boundary fences and gates (Please not, dividing fences between properties are not included, as they are the tenant's responsibility.)
- Footpaths and steps
- Walls



Contact us

Telephone: **033 33 55 44 33**

Website: **www.tworivershousing.org.uk**

Email: **customerservices@2rh.org.uk**

If you would like this leaflet in large print or audio CD, please call us.

