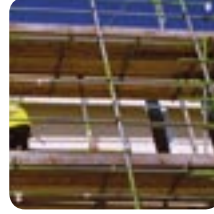


# A guide to major works to your home



**Homes for Islington**

improving housing through partnership



আপনার বাড়তিবেড় রকমর কাজ করা সম্বন্ধে একটানর্দশিকা  
(Bengali)

Ένας οδηγός για τα σημαντικά έργα στην κατοικία σας  
(Greek)

Guia sobre grandes obras na sua habitação  
(Portuguese)

Tusmada shaqada muhiimka ah ee gurigaaga  
(Somali)

Guía sobre obras importantes en su hogar  
(Spanish)

Evinizde yapılacak büyük çaplı çalışmalar hakkında rehber  
(Turkish)



The Government Standard

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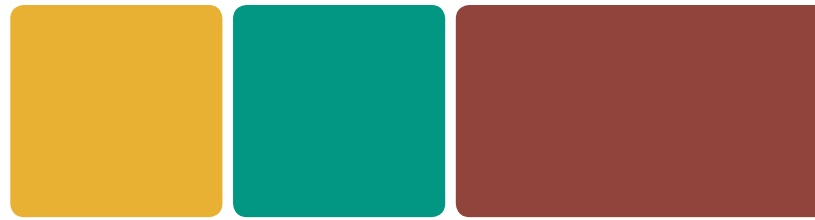
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# Before the works start



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## It's your home and area

Welcome to the major works leaflet. We are sending this to you because of major building work we are planning in the near future for your home, estate and / or block in your area. It contains information on what to expect from Homes for Islington (HFI) and the contractors before, during and after these works.

In this guide to major works, you will find information to help you:

- **Tell us about the external condition of your home**
- **Plan for when the builders come**
- **Know what to expect from us and from the builders**
- **Stay safe, secure and in good health**
- **Help us ensure the work is done well**

## About the work

HFI has a rolling programme of major repairs. We call this "cyclical maintenance". You are one of our residents whose homes will be affected over the next year.



# A guide to major works to your home

# Getting ready

Most building work creates some inconvenience. Of course, it all depends on the type of work, but in some cases it can be noisy, dusty and disruptive to your normal routine. We work closely with the building constructors to try to make things as trouble-free as possible.

You can help us by considering the checklist below before work starts:

## Health

If you or your family have health problems that might be affected by the building work – for example, if you are disabled or housebound – please inform your HFI Consultation Officer. We will do our best to make things easier for you.

## Pets

Your pets may not like the noise either. Consider arranging for a friend or neighbour to look after them if the work is likely to be noisy.

## Security

Please check your home security before work starts. If you want advice on this, contact the crime prevention officer at your local police station.





## Insurance

You are advised to inform your home contents insurance company of the works. (In many cases it will be necessary to erect scaffolding, but HFI and contractors will try to ensure that it is in place for as short a period as possible.)

## Your belongings

In some cases we may ask you to move belongings from certain rooms, garages or store sheds so the builders can carry out the work. We will let you know if we need you to do this.

## Satellite TV

If you have a satellite dish on the outside of your home you may be required to take it down if scaffolding is to be erected. HFI will not re-fit any satellite dishes. You should only refit it if you have permission from your area housing office to do so, after the scaffolding has been removed.

HFI and builders are not able to ensure continuity of satellite TV reception during the course of the works.

## Identity cards

We may need access to your home before work starts. Always ask to see the identity card of anyone who wants to come into your home.



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# Getting ready

## Holidays

Don't worry if you are planning a holiday – you can still take it! If the builders need to get into your home for a short period and the dates clash with your holiday plans, we will try to arrange alternative dates.

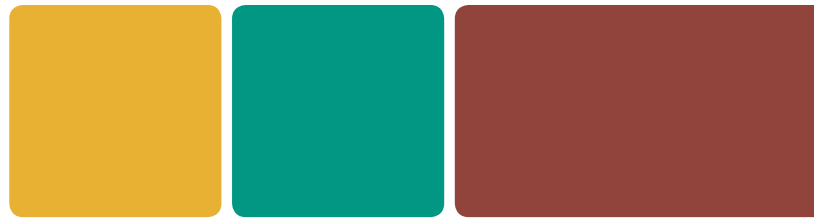
## Once a contractor is appointed

The HFI Consultation Officer will write to you inviting you to a public meeting to meet: representatives from the contractors, the client representative who supervises the contract on behalf of HFI, the HFI Consultation Officer (and a Home Ownership officer if the work includes leaseholder properties).

The works will be explained and any questions you may have about the contract will be dealt with.



# Health, safety and security



This section should help you to stay safe, healthy and secure once the building work has begun. On larger contracts our building constructors employ a residents' liaison officer to help you. They will do everything possible to make sure the work is carried out safely and securely.

But accidents can happen. You can help prevent them and make your home more secure by following the simple guidelines in this section.

## Children

- Keep your children away from work areas inside and outside your home.
- Don't let children climb scaffolding or play under it.
- Don't let children play with builders' tools, materials, rubbish or skips.
- When builders are working in your home, don't leave children under 16 unsupervised.
- Remind children how important it is to stick to these rules.

## Pets

- Keep your pets away from builders' tools and equipment and keep them secure while the work is being carried out.

## Health

- If the building work is affecting your health, please let the HFI Consultation Officer and the contractor's residents' liaison officer know. We will look into what steps can be taken to help.



## A guide to major works to your home

# Health, safety and security

## Security

- Only allow builders with the right identity cards into your home. **Always ask for identification.** If in doubt, don't let them in. You can always telephone the contractor's residents' liaison officer to check.
- Keep doors and windows closed and locked whenever possible and particularly at night if scaffolding is outside.

## Scaffolding

- Make sure that members of your family or your guests do not access the scaffolding.
- Outside of working hours, please call the Police immediately if you see anybody on the scaffolding.

## Accidents

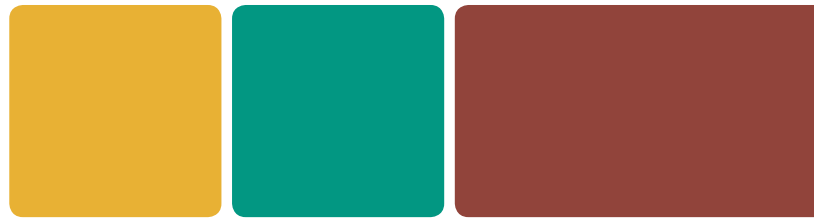
- If you see something connected to the work that you think might cause an accident, please contact your contractor's residents' liaison officer or HFI Consultation Officer immediately.
- Outside normal work hours contact HFI direct (our repair line) on **0800 694 3344**.
- The builders keep an accident book on site. Please use it to report any accidents, no matter how small.

## Good neighbours

- Building work can put strain on everyone. Please keep a friendly eye on your neighbours, particularly those who are elderly, housebound or disabled.
- If you have concerns about your health or the health of one of your neighbours during building work, please tell the HFI Consultation Officer or the contractor's residents' liaison officer. We will do our best to help.



# During the work



## Reporting any problems

This section is to help you report any problems during the works so that we and the builders can deal with them.

Like you, we want building works to be done well. If there are any problems during the works the following is the procedure to report them:

### Step 1

- Contractor's residents' liaison officer – The builders will have a contractor's residents' liaison officer, who will usually be based on site. Your first step should be to report your problem to this officer, who may be able to resolve it straight away. Complaints will be entered in a complaints book at the site office. If the contractor's residents' liaison officer is unable to resolve your problem, they will bring it to the attention of the site manager who will take appropriate action.

### Step 2

- HFI Consultation Officer – If the contractor's residents' liaison officer cannot resolve the problem, they will refer it to the Consultation Officer for final resolution.

Contact information for all of the above will be provided before work starts.

We hope that we will be able to resolve any problems in the ways described so far. But if you still are not satisfied and you want to take it further or make a formal complaint, you can use HFI's complaints procedure. You can ask any of the housing staff for the information about how to make a complaint.



## A guide to major works to your home

# During the work

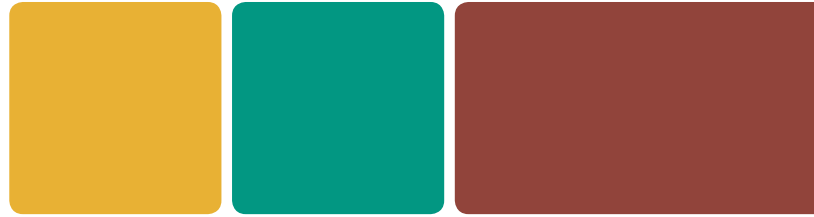
## When we get it right

If we don't get it right then we expect to hear from you, but we also want to hear from you if you are happy with the service and work provided. Hearing from satisfied residents as well as those who are not satisfied is equally important when we look at how we can improve the service in the future. If you feel that we have given you a good service, please let us know.

You can do this when completing the satisfaction survey that we will send you when the works are finished or, prior to that, you can contact your HFI Consultation Officer.



# When the works are finished



This section explains what happens when the works finish.

You need to know about completion and the reporting and making good of defects.

Your feedback will be sought to ensure that the works come to a satisfactory conclusion and the service can be monitored and improved.

## Practical completion

A joint inspection is carried out by the HFI client representative, the clerk of works, an HFI Consultation Officer, an HFI estate services officer, the local tenant and residents association and councillors and representatives from the contractor before the properties are handed back to Homes for Islington. When all the works have been completed to a satisfactory standard the client representative will certify the works as “practically complete”.

## First residents’ survey

We want to make sure that each year we improve the way we run our major works projects. So when works are complete you will receive a questionnaire covering all aspects of the works. Taking time to complete the questionnaire helps us to improve the service we provide for you.



## A guide to major works to your home

# When the works are finished

## Defects period

The contractor will be responsible for rectifying all snags and any work defects that arise during the twelve months following practical completion. This work is done at no cost to HFI or leaseholders.

## End of defects

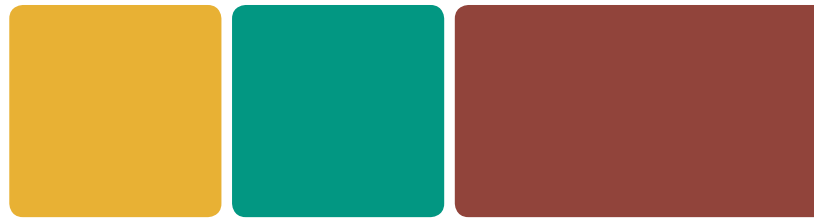
Towards the end of the defects period the HFI client representative will advise you when he/she and the clerk of works propose to inspect the works to record any defects that have arisen since practical completion. If the contractor carried out work within your home (e.g. new windows) the HFI client representative or clerk of works will want to inspect these works from within your home. Please comply with their request for access.

## Making good of defects at the end of the defects period

The HFI client representative will advise the contractor of all defects that arise after practical completion and will stipulate by when the defects are to be rectified. The contractor will make the necessary access arrangements with you.



# If you are a leaseholder



**This section provides information that all leaseholders need concerning any major works that may be carried out to your property.**

## The lease

Under the terms of your lease Homes for Islington (HFI), on behalf of the council, is responsible for maintaining:

- Exterior walls, roofs, foundations, timbers, joist beams, chimney stacks, gutters, rainwater and soil pipes and the frames of the windows.
- The sewers, drains, channels, watercourses, gas and water pipes, electric cables, wires and supply lines – in, under and upon the building and estate – enjoyed or used by the tenant in common with the occupiers of the other dwellings in the building.
- The passages, landings, walls and staircases used by the tenant and available for use by the tenant in common with others.
- The communal boilers and heating and hot water apparatus (if a group heating system is provided to the building).
- If there is a lift in the building – the lifts, lift shafts and machinery.
- Boundary walls and fences and in the cartilage (land, enclosure, garden) of the building.
- It also states in your lease that you will pay a proportion of the costs that the landlord incurs in the maintenance of the above.

## A guide to major works to your home

# If you are a leaseholder

## Apportioning the costs

HFI makes an assessment of the costs that leaseholders are liable for under the terms of their lease, and leaseholders will be contacted by HFI once estimates are available.

A range of payment options are offered and details of this will be provided at the time.

## Consultation

The following only applies if there is a long-term contract.

Works carried out under a long-term contract

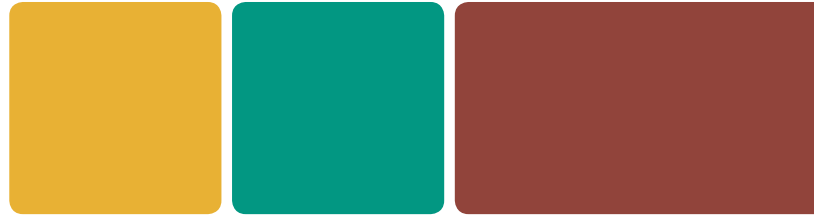
Before entering into a long-term contract we will serve a “notice of intention” to enter into a long-term agreement for works.

- The constructor will be appointed by HFI. They will draw up a detailed brief that will be checked by HFI surveyors. This will be costed against a schedule of rates.
- We will write to you with a notice of estimate, giving details of the works and costs.





improving housing through partnership





This is a guide to working together to improve your home. It includes information about regular maintenance work which will take place in your home, estate and/or block in the next year.

Please tell us if you need help reading this document or any part of it translating.

Contact: Aiden Stapleton, Resident Capital Services Manager.

Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Telephone: 020 7527 4148 Email: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

This guide is available on request in LARGE PRINT, Braille, CD or Tape.

এটা হচ্ছে আপনার বাড়ির উন্নতি করার উদ্দেশ্যে একসাথে কাজ করা সহজে একটি নির্দেশিকা। আপনার বাড়িতে, এস্টেটে এবং/অথবা ব্লকে আগামী বছর যে নিয়মিত রক্ষণাবেক্ষণের কাজ করা হবে, তার বিষয়ে এর মধ্যে তথ্য দেওয়া হয়েছে।

আপনার যদি এই কাগজটি পড়তে অথবা এর কোন অংশের যদি অনুবাদ করতে সাহায্য দরকার হয়, তাহলে দয়া করে তা আমাদের জানাবেন।

যার সাথে যোগাযোগ করতে হবে: এইডেন স্টেইপেলটন, রেসিডেন্ট ক্যাপিটাল সার্ভিসেস ম্যানেজার, Highbury House, 4-5 Highbury Crescent, London, N5 1RN।

টেলিফোন: ০২০ ৭৫২৭ ৪১৪৮ (020 7527 4148) ইমেইল: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

To έντυπο αυτό είναι ένας οδηγός πληροφοριών σχετικά με την συνεργασία μας για την βελτίωση τους σπιτιού σας. Περιλαμβάνει πληροφορίες για τακτικές εργασίες συντήρησης οι οποίες θα γίνουν στο σπίτι σας ή/και στο συγκρότημα κατοικιών σας το επόμενο χρόνο.

Παρακαλούμε ενημερώστε μας σε περίπτωση που χρειάζεστε βοήθεια για να διαβάσετε αυτό το έντυπο, ή θα θέλατε να μεταφραστεί κάποιο μέρος για εσάς.

Επικοινωνήστε με:

Aiden Stapleton, Διαχειριστής, Resident Capital Services Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Τηλέφωνο: 020 7527 4148

Email: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

Αυτό το έντυπο διατίθεται, εφόσον ζητηθεί, σε έκδοση με ΜΕΓΑΛΑ ΤΥΠΟΓΡΑΦΙΚΑ ΣΤΟΙΧΕΙΑ, σε έκδοση Braille καθώς και ηχογραφημένο σε CD ή σε κασέτα.

Este é um guia sobre como trabalharmos em conjunto para melhorarmos a sua habitação. Inclui informações sobre trabalhos de manutenção regulares que serão realizados na sua habitação, no seu complexo e/ou no seu bloco no próximo ano.

Por favor contacte-nos se necessitar de ajuda para ler este documento ou de alguma parte do mesmo traduzida.

Contacto: Aiden Stapleton, Resident Capital Services Manager.

Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Telefone: 020 7527 4148

E-mail: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

Este guia encontra-se disponível, mediante pedido, em CARACTERES GRANDES, braille, CD ou cassette.

Kani waa hage wada-shaqayneed, si horumar loogu sameeyo gurigaaga. Waxaa ku jira warbixino ku saabsan shaqooyinka dayactir ee joogtada ah ee sanadka soo socda lagu samayn doono gurigaaga, dhismahaaga deegaan iyo/ama dabaqaaga.

Fadlan noo soo sheeg haddii aad caawimo uga baahan tahay akhrinta dukumeentigaan ama in qayb ka mid ah lagu turjumo.

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Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Telefoon: 020 7527 4148

Email: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

Hagahan waxaa, haddii la dalbado lagu heli karaa DAABACAAD WEYN, farta ay dadka indhaha la' akhriyaan, CD ahaan ama Cajalad maqal.

Esta guía trata sobre trabajar juntos para mejorar su hogar. Incluye información sobre los trabajos de mantenimiento regulares que tendrán lugar en su casa, complejo y/o bloque durante el próximo año.

Háganos saber si necesita ayuda para leer este documento o si necesita una traducción de alguna de sus partes.

Contacto: Aiden Stapleton, Resident Capital Services Manager (Gerente de Servicios de Capital de Residentes).

Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Teléfono: 020 7527 4148

Correo electrónico: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

Esta guía está disponible previa solictud en tipografía agrandada, braille, CD o cinta.

Bu, evinizi iyileştirme işleri için birlikte çalışmaya dair bir kılavuzdur. Eviniz, site ve/veya blok dahilinde önümüzdeki yıl içerisinde yapılacak olan düzenli bakım çalışmaları hakkında bilgi içermektedir.

Eğer bu belgeyi okumak ile ilgili yardıma ya da herhangi bir kısmının tercüme edilmesine ihtiyacınız varsa, lütfen bunu bize bildirin.

Aranılacak kişi: Aiden Stapleton, Yerleşik Ana Hizmetler Müdürü

Highbury House, 4-5 Highbury Crescent, London, N5 1RN.

Telefon: 020 7527 4148

E-Posta: [aiden.stapleton@homesforislington.org.uk](mailto:aiden.stapleton@homesforislington.org.uk)

Bu kılavuz istek üzerine BÜYÜK BASKI, görme engellilere mahsus kabartma Braille alfabesi, CD ya da teyp kaseti olarak da mevcuttur.