

Getting it right...



Your guide to how HFI ensures quality work



HFI employs a clerk of works for every work project. The clerk of works allocated to your estate/home works with the contractors to ensure that improvements are completed to a good quality standard and that value for money is achieved.

On site they are the eyes and ears of the architect/surveyor and will:

- Set the standard for each stage of the contractor's work.
- Monitor and audit the contractor's quality control systems ensuring agreed standards are being delivered.
- Monitor the quality of work at each stage.
- Inspect internal and external work to ensure it is up to standard and in accordance with drawings, specifications and manufacturers requirements. If works are not up to standard the clerk of works will ensure that they are re-done at the contractor's expense.
- Ensure all snags and defects are corrected to meet standards.

Visit our website at
www.homesforislington.org.uk



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Clerk of works satisfaction card

After the works are finished you will receive a satisfaction survey from your clerk of works. Please complete this survey and return it as soon as you can so that your concerns can be addressed before the contractors leave the site. Where work is not up to standard it will be redone at no extra cost to you or HFI.

Practical completion

The architect, clerk of works, HFI project officer and a representative from the contractor will carry out a joint inspection of work before properties are handed back to you. If the work is completed to the specified standard the architect/surveyor will certify the work as complete.

If you have any cause for concern over the standard of works on your estate or home contact your clerk of works:

Telephone number: 020 7527 2311

**Homes for Islington, Highbury House,
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