



THE **COMMUNAL**
AREAS AND
EXTERNAL PARTS
OF YOUR BLOCK
ARE ABOUT TO BE
REDECORATED.



This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with your Leasehold Management Officer.

Thames Valley Housing and all staff associated with the project will all carry identity cards.

You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.





Why is this work being done?

External and internal communal paintwork is subject to wear and tear. The work is being done to keep the paintwork in good condition and to maintain the value of your home. Your lease obliges us to carry out this work.

How is this paid for?

This is paid for out of the sinking fund, which is in your annual service charge. If the cost of the work required is greater than that paid for by your service charge, you may receive a bill from us for the remaining portion of the cost of the work

(For more information about how we establish the cost please go to page 05, 'Your right to be consulted').



What work is involved?

External

- The woodwork around the roof-level guttering and any on the roof itself
- Repainting timber window frames and door frames, or washing down plastic window frames
- We will also clean the gutters out

We may carry out minor repairs to the overall structure of your home, such as replacing rotting wood in your windows and broken drainpipes etc.

Internal

Internal: Previously painted surfaces in communal stair and hallways, such as:

- Walls
- Ceilings
- Wood work
- Metal work

Your right to be consulted and the time table for the works

The Commonhold and Leasehold Reform Act 2002 requires that people who partly own or wholly own their own home and pay TVH a service charge, must be consulted before procurement of the cyclical redecorations can take place.

First Stage - Notice of Intention

You will receive a Notice of Intention, and will then have 30 days to submit your observations, ask us any questions or tell us about any concerns you may have.

You also have the right to nominate a contractor for inclusion on the tender list.

Second Stage - Notice of Estimate

The specification for the works is then put together and put out to tender. We assess the tenders and write to you with our recommendation. This also includes the anticipated costs, at least two of the estimates of cost and where the other estimates may be viewed.

You will then have 30 days to raise any questions, observations or objections.

Third Stage

Once we have responded to these, the contractor will be engaged and a programme of works will be put together.

If the contract has not been awarded to the lowest tender or one nominated by the residents, we will write to you within 21 days to explain why.

You will also be provided with a summary of the comments received at the Notice of Estimate stage.

You will be notified 14 days before the work is due to start and the contractor will provide you with their contact details 7 days prior to the start of the work.

Once the work starts, how long will the work take?

This depends on the size of the property. You will be advised nearer the time.

What should I do before the work starts?

You need to be present in your flat when we work on your windows or your front door (not the communal door), and we may ask you to secure curtains away from the windows inside your home and to remove ornaments on, or near, the windows.

What disruption will there be?

Disruption should be minimal as these are mainly external or communal works not taking place directly in your home. However, during the course of the decorating you should be careful of areas with wet paint and you should allow a reasonable amount of time for paint to dry on windows and doors, where applicable.

You, and your children must avoid fixed ladders and scaffolding erected during the work. **NB You must notify your Home Contents Insurance Company that scaffolding may be erected near your property.**

How do I know the work is being done properly?

We employ an independent consultant to ensure the work is done to the standard and specification in the contract.



Complaints and Queries.

If you have any complaints or queries during the course of the work please contact the Property and Asset Management Department.

If you have any complaints, once the work is completed, you should contact the Customer Service Centre on 0800 358 7767, or go to www.tvha.co.uk, then go to 'Residents Services' and 'Complaints'.

We want your views

At the end of the work we will ask you to fill out a survey. Please do return it to us as we need your views so we can continue to improve the way we work in the future.



Thames Valley Housing

Premier House, 52 London Road, Twickenham, TW1 3RP

For enquires about these works

- Property and Asset Management: 020 8607 0633
Opening hours 9am - 5pm Mon-Fri

For all other enquires

- Customer Service Centre: 0800 358 7767
Opening hours 8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

Translations & Interpretation

If you need to contact us about anything, and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print version of this document.

Haddii aad arrin noo soo wacaysid, una baahan tahay turjumaan, wac 0800 358 7767 kadibna noo sheeg luqaddaada.

Si vous avez besoin de nous contacter pour quelque chose et vous désirez un interprète, appelez le 0800 358 7767 et indiquez pour quelle langue.

اذا رغبت الاتصال بنا لاي سبب، وتحتاج لمترجم، اتصل 0800 358 7767 واخبرنا ما هي لغتك.

اگر شما نیاز دارید که با ما درباره هر موردی تماس بگیرید، و نیاز به مترجم دارید، با تلفن 0800 358 7767 تماس بگیرید و زبانتان را به ما بگوئید.

જો તમને અમારો સંપર્ક કોઈ પણ વસ્તુ વિષે કરવાની જરૂર પડે, અને ઇન્ટરપ્રિટરની જરૂર જણાય તો, 0800 358 7767 ઉપર ફોન કરી, અને અમને તમારી ભાષા જણાવો.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕੋਈ ਵੀ ਗੱਲ ਪੁੱਛਣ ਦੀ ਲੋੜ ਹੈ, ਪੰਜਾਬੀ ਵਿਚ ਗੱਲ ਕਰਨ ਲਈ ਦੁਬਾਸੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਫ਼ਿਰਾ ਕਰਕੇ ਸਾਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 0800 358 7767

اگر آپ کسی چیز کے متعلق جاننے کیلئے ہم سے رابطہ کرنا چاہیں اور آپ کو انٹریٹرز (ترجمان زبان) کی ضرورت ہو، اس نمبر 0800 358 7767 پر فون کر کے ہمیں بتادیں کہ آپ کوئی زبان بولتے ہیں۔