THE **COMMUNAL AREAS** OF YOUR BLOCK OR THE EXTERNAL AREAS OF YOUR HOUSE ARE ABOUT TO BE REDECORATED.

THAMES VALLEY HOUSING

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 the Property and Asset Management Department.

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?

The external and internal communal paintwork in your home is subject to wear and tear. The work is being done to keep the paintwork in your block in good condition.

What work is involved?

All properties:

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

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

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

- Walls
- Ceilings
- Wood work
- Metal work

When will the work be done?

At the beginning of the calendar year, you will be informed in writing your property is due to be redecorated during that year.

There will be an inspection of your property and a specification for the work will be put together.

We will then put the contract out to tender, a contractor will be chosen, and you will be informed of the date the work is due to begin.

7 days before the work is due to start, the contractor will get in touch with you to provide you with the name of your contact and their contact number.

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.

Do I need to do anything before or during the work?

You need to be present in your home 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.

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, and the inspections are finished, 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, appelex le 0800 358 7767 et indiques 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 કોઇ 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 ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ 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 انٹرپریٹر (ترجمانِ زبان) کی ضرورت ہو، اس نمبر 0800 358 7767 پر فون کر کے ہمیں بتا دیں کہ آپ کو کسی زبان بولتے ہیں۔