

Mole Valley Housing Association Interior Improvement Programme FAQs



Planned Works – Frequently Asked Questions

Programme/General Issues

Q1 Do I have to have the works undertaken even if I would prefer not to?

A No, although we would recommend that you take advantage of the improvements being offered.

Q2 Why is my home not having a new kitchen, bathroom, ...?

A Our survey records at the current time do not indicate that any refurbishment is required at your home. However, when our contractors commence works in the area, your property will be subject to a survey and this will identify whether any refurbishment works are needed.

Q3 If my property is not in the current programme when will works be undertaken?

A If your property has not been identified for works in the programme for 2010/2011 it may be included in future years' programmes.

Q4 Why am I not having the same refurbishment works as my neighbour(s)?

A The works required at properties are identified by a survey specific to the individual property.

Q5 Why are MVHA not upgrading the improvements carried out by the Council prior to the transfer?

A These works were completed to the standard agreed by the Council at that time and are not currently due to be upgraded. When they become due for future works they will be carried out to the Mole Valley Standard for Home Improvements.

Q6 What if I don't understand?

- Language
- Comprehension

A Please make the Contractor's Resident Liaison Officer (RLO) aware if you need any of the information in written format to be provided to you in large print, audio, Braille or an alternative format. If you need this document translated to a different language, please call 01306 505555 – Option 2
Please do ask either the RLO or the Property Services team at MVHA to explain anything to you that you don't understand.

Q7 Will the work affect my rent?

A No, MVHA will not charge you extra rent for these works.

Q8 Will it cost me in any way?

A There will be no charge for the works.

Q9 What happens next?

A Prior to works commencing the contractor's surveyor will call on you to discuss and identify the works required in your property and carry out a survey.

Q10 How long between survey and work?

A The contractor will advise you at the time of the survey when the works are likely to commence.

Q11 How much advance notice will I be given of when the works will start?

A Our contractors' Resident Liaison Officers (RLOs) will let you know the start date 2 weeks in advance. You will receive a further reminder 1 week before work starts.

Q12 Will I be able to select a convenient time?

A Our contractors' Resident Liaison Officers (RLOs) will contact you to make the initial survey appointment and will then work with you to identify dates for the work to be undertaken. Please let them know about any dates when you will not be available – for example, holidays, visits away, medical appointments.

Q13 Do I need to be there while the work is carried out or can I leave keys?

A You may, if you wish, leave a set of house keys with the contractors – but please do not give them your only key. If it is necessary for a key to be passed to the contractor, a spare key will need to be cut. If you would like the contractor to have a key please contact their Resident Liaison Officer (RLO) who will collect them. The keys will then be given a security code tag that only the site staff can identify and the keys will be kept in a secure box. **PLEASE DO NOT GIVE YOUR KEYS DIRECTLY TO THE OPERATIVES.**

Children (under age 16 at home alone)

Young children must be supervised at all times. We cannot continue working in your home if children under 16 years old have been left unattended.



Frequently Asked Questions continued

Q14 Do contractors work evenings and weekends?

A No, unless there are exceptional circumstances or an emergency. The standard hours are between 8am - 5.30pm weekdays. However, they may, with your agreement, stay later to finish a specific job – such as reconnecting the electrics.

Q15 Can I be moved to another property while works are being undertaken at my own home?

A In normal circumstances no, as the works are designed so that you are able to remain in your home whilst they are carried out. However, please let us know if there are any exceptional health or other issues that would make this difficult for you.



Q16 How long will the work take?

A This depends on what works are being undertaken – some properties will have a number of works being carried out at the same time and this will have an impact on the timescales but below is a basic guide of completion timescales for the various items that may be refurbished/updated:

Kitchen – completion should take no longer than 5-10 working days

Bathroom – completion should take no longer than 5-7 working days

Central heating installation/or upgrade – completion will usually take no longer than 2-3 days.

Q17 Can I claim compensation if I have to take time off work?

A No, MVHA policy is not to offer compensation for taking time off work.

Q18 Who would I need to contact in the event of an emergency?

A You will be provided with this information nearer the time the works are due to start.

On Site

Q19 What happens at the end of working day?

A The contractors will make safe any incomplete work, tidy up and carry out a health, safety and security check. You will not be left without water or power overnight.

Q20 Do they reconnect electrical appliances, i.e. fridge/freezers, dishwashers, washing machines?

- A
- **Fridge and freezers** should be relocated away from the work areas, for the duration of the kitchen works, to reduce the risk of damage.
 - If your **cooker** is disconnected it will be reconnected at the end of each working day, otherwise a temporary cooker will be provided.
 - **Washing machines** will be disconnected throughout the kitchen works but can be connected for use if requested.
 - **Dishwashers** are left disconnected until the works are complete.
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Q21 Will the contractor move the appliances for me?

A In circumstances where you request it, our contractor's operatives will move your appliances, under your supervision.

Q22 What about faulty appliances?

A Our contractors will not be able to reconnect faulty appliances.

Q23 Are operatives permitted to use our facilities?

A The operatives are only permitted to use your facilities with your express consent.

Q24 What about contractors use of power, etc?

A The majority of power tools used by our contractors are battery operated and they should not need to make extensive use of your electrical supply. If they do need to use your supply it must be with your express consent.

Q25 Are operatives allowed to use a radio while they are working?

A No.

Q26 What about personal possessions, such as valuables and breakable items?

A Please pack up rooms affected and store items away from the work and access area. All valuable and breakable items should be safely packed away.

Q27 What should I do if I think something has gone missing from my home while operatives have been on site?

A Please contact MVHA to advise us of the incident and we will report the matter to the police and ask them to investigate.

Frequently Asked Questions continued

Q28 What about carpets/curtains?

A Our contractors will put down protective coverings through your hallway and up to the works area.

Q29 Will my furniture be protected during the works?

A Those items which cannot reasonably be packed away will be protected by dust sheets. However, our contractors will need you to provide a clear safe access route to the work areas – rugs and hall tables need to be moved.

Electrical equipment should be protected against dust.

Q30 What happens if my carpet needs to be lifted for the works to be carried out?

A This will happen by agreement with you. The contractor will lift and re-fit the carpet but cannot be liable for any damage to old carpets. Please note, our contractors do not employ professional carpet fitters and, if you wish the carpet to be re-stretched and gripped, you will need to appoint a carpet fitter to undertake this work for you.

Q31 We have installed our own kitchen/or bathroom/or central heating which doesn't need to be replaced. Can we be compensated for having undertaken these improvements?

A No. Please let us know if you would like a copy of our Compensation Policy which provides details on compensation for improvements.

Q32 What about redecoration?

A This depends on the works being undertaken – where kitchen or bathrooms are being refurbished the walls will be painted. For rewiring works, redecoration will not be carried out.

Q33 Will wires be 'chased in'/concealed?

A Wherever possible, by agreement, we will conceal all wires and not surface run them but in doing so your decorations may be damaged and it will be your responsibility to make good.

Q34 What will happen with my back boiler/fireplace

A Back boilers will be replaced with a high efficiency boiler which will be located in a different position. The fireplace will be boarded up, with a vent in the board.

Q35 Can I keep my gas fire?

A No, for health and safety reasons we are trying to remove open flue gas appliances.

Q36 Will any fencing/gardening works be undertaken?

A Gardening works are not being undertaken and fencing works are not included in this particular programme. More information about the fencing programme will shortly be available on the Mole Valley Housing Association website. Please contact us if you would like a copy to be sent out to you in the post.



Q37 Will contractors be allowed to park on verges?

A Contractors will be asked to park considerately and minimise parking on the verges. However, due to the parking on estates this may not be possible in all cases but contractors will make good any damage.

Q38 Will scaffolding be erected and, if so, how long will it be on site?

A If scaffolding is needed for works to be carried out you will be given advance notice and the aim will be for the scaffolding to be removed shortly after the works have been completed.

Q39 Will there be any works to TV Aerials/Reception?

A There is a separate programme for these works which will generally relate to blocks of flats rather than houses.

Q40 How will I know if the people trying to come into my home work for the contractors?

A All our contractors' team members carry a photo identification card.

Q41 Will the contractor help clear the loft prior to putting in insulation?

A No, in most instances we would ask the residents to clear the loft themselves. However, if this would cause you difficulty please make either MVHA or the contractor's Resident Liaison Officer (RLO) aware that you will have problems with clearing the loft.

Frequently Asked Questions continued

Q42 I have a pet – what arrangements should I make for my pet during the works?

A Please keep all animals away from staff and works areas. Your pets remain your responsibility.

Q43 Will I have a choice in style or colour for kitchen and bathroom refurbishments?

A For kitchens, there are 5 colour schemes available to choose from for the following items: kitchen units and worktops; wall tiles; vinyl floor covering; and wall paint.

For bathrooms, the suite to be installed will be white but you will have a choice of lever or standard taps. You will have a choice of 5 colours for the wall tiles and vinyl floor covering, plus a range of paint colours to choose from.

Q44 Can I pay for extra works to be undertaken?

A No. However, reasonable requests for lay out changes will be considered at the design stage.

Q45 Will the work be inspected for quality at any stage?

A Once the works have been completed one of MVHA's surveyors will contact you to make an appointment to carry out an inspection.

Q46 Can I smoke whilst workmen are in my home?

A We would politely request that work areas are kept free of cigarette smoke.

Q47 How will my health and safety be safeguarded?

A If you have any specific health issues please make the Resident Liaison Officer aware at the first visit.

Q48 Will my special requirements, such as needing an aid and adaptation, be met?

A Please advise the surveyor when he or she calls to carry out the initial survey of any special requirements you may have, particularly if you have a need for a specific aid or adaptation.

Q49 Can I have a cat flap?

A Unfortunately the high performance door that we provide cannot have a cat flap fitted.

Complaints and Compliments**Q50 How do I report defects/problems with contractors?**

A A detailed pack will be handed to you prior to the works commencing which will give you all the information you need, along with advising on how to report a defect.

Q51 How do I complain/comment?

A Complaints can be directed to the MVHA's Complaints Coordinator but in most cases it would be appropriate to contact the contractor's RLO in the first instance. This will give the contractor an opportunity to resolve any problems you have encountered more speedily. The RLO will complete a complaints form and your complaint will be acknowledged in writing within two working days. Your RLO will investigate and decide what action is required. Remedial action will be taken promptly.

Comments

Once works has been completed at your property, the contractor will ask you to complete a simple customer satisfaction survey. You may direct any additional comments you wish to make, such as suggestions for improving the service or complimenting quality of work, either direct to the contractor or through to MVHA.





If there are questions that are not covered in this booklet or you want to know more, then please contact the Property Services Team by telephone (01306 505555 – Option 1), letter or by calling in person to the address below.

If you would like this document in large print, an alternative format or in another language please contact Customer Services on 01306 505555 – Option 2.



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www.mvha.org.uk

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