

Improving Your Home



0800 694 0165

www.wherryhousing.org.uk



Wherry

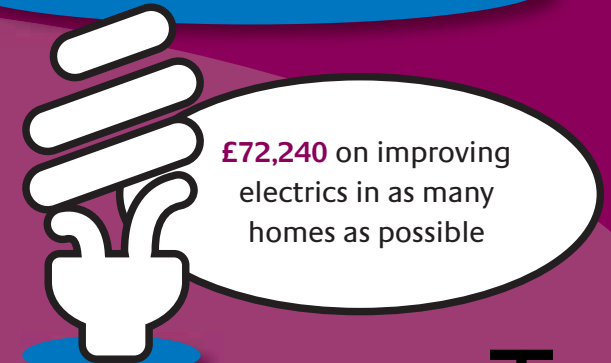
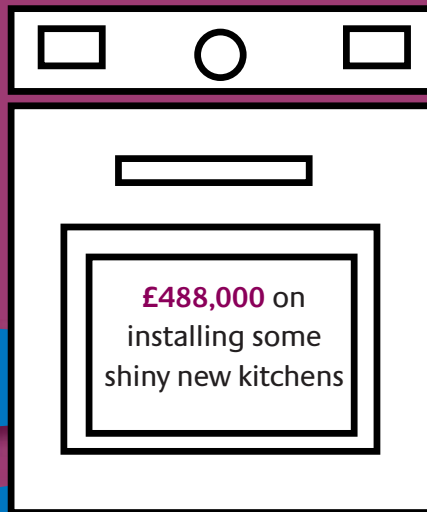
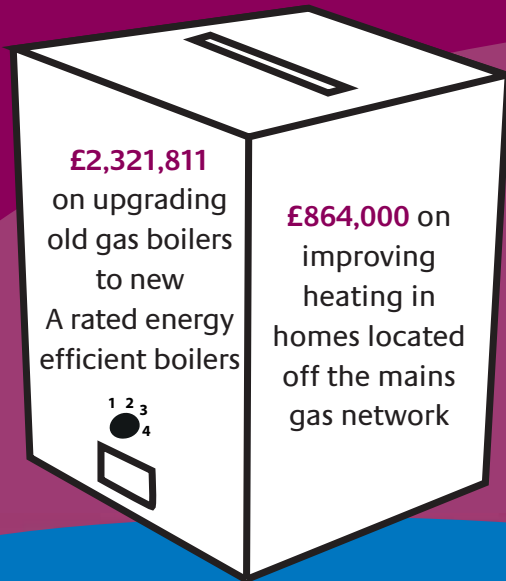
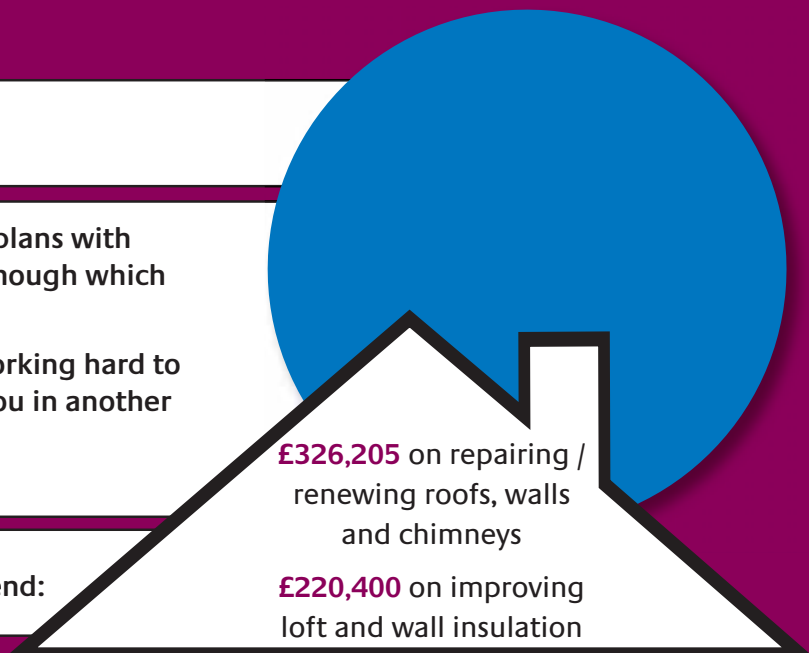
Enhancing Life Chances

Welcome to our new look improving homes brochure for 2011

It is extremely important to us that we improve your homes and we love sharing our plans with you. We don't think this information needs to be delivered in a dull and boring way though which is the reason for our new style brochure.

This brochure will bring you up to speed on our plans for this year 2011/12. We are working hard to produce a plan of improvement works for the next 3 years which we will publish to you in another brochure by March 2012. We hope the colourful format of this brochure.

How we will improve your homes this year... This year we plan to spend:



We have a plan to spend over £20 million on major improvement works over the next three financial years. Works include new kitchens, bathrooms, heating and insulation works as well as roofing, new doors and external painting.

Through our repairs service, major improvements and energy efficiency works we ensure that your home is kept in good condition.



A brand new kitchen modified for a wheelchair user



Our main achievements last year...

- We celebrated the achievement of Decent Homes Standard in October 2010 which was before our target of December 2010. Although we currently do not have any properties considered non-decent, maintaining to the Governments Decent Homes Standard is a constant process
- We spent £8.5 million on major improvement works in 2010/11 – reaching more homes than we have ever done before in one year

We completed the following works last year...

- **279** brand new kitchens
- **230** lovely new bathrooms
- **30** purpose built level access shower rooms for vulnerable residents
- **721** new boilers and heating systems were installed
- **289** homes received some more insulation to their lofts and walls



A shining example of one of our lovely new bathrooms



A recently fitted kitchen by Fosters

How we decide

In November of each year we decide on the budget for all the major improvement works for the next year.

1



Every time a surveyor attends your home, we update a database which holds all kinds of information about the condition of your home.



2

This database records the age and condition of all different elements of your home from your front and rear doors to your kitchen, bathroom, heating and even your roof, windows and walls.



3



As with all databases the data can not always be relied upon to be 100% accurate and the condition of some elements will differ between individual homes; which is the reason for having a pre-survey.

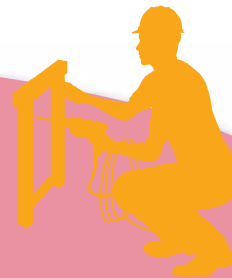


4

The database knows how long everything in your home should last for so it knows when we should be offering you a replacement. Before the end of the expected life span we will arrange to carry out a survey. We will then agree with you when the element will be programmed in for replacement if it is required.



If you are not down for any improvement works, but you feel that you need repairs to your home then please get in touch with us. We will be happy to raise the appropriate orders or arrange an inspection.



“I would like to know if I am on the list anytime soon as I like to plan ahead...”

We have been working very hard to produce a detailed programme of major works for the next three financial years. Planning well in advance means we can be sure that we have funding available to target the right homes at the right time.

The current 2011-12 programme for major works has now been finalised and some works are already underway.

Last summer we decided to publish individual address details of where we would carry out improvement works. Following feedback received from you about last year’s brochure; this year we have decided to not personalise the works programme at your request.

Over the next few pages you will see which areas we are planning to work in during 2011-12.



Please be aware that we will not be working on every property within the parishes shown overleaf.

We will write to you at least one month before the contractor’s survey. This will let you know what we have planned if you’re on the programme for works. An initial pre-survey of your home will be carried out by our contractor which they will arrange directly with you.

The kitchen and bathroom upgrade programme is already underway with our contractors Fosters; therefore all homes which are included in this year’s programme will have already received their letter.

If your parish has been listed but you have not received a letter and would still like to know if we have plans for your home, then give us a call on

0800 694 0165 or email
wherryrepairs@circle.org.uk

If you are offered works to your home and you are not keen on having the works done for whatever reason; you are entitled to refuse the works. You can inform us directly or the contractor of your refusal and we will record your reasons why.

We ask that you take the decision to refuse major works seriously as once you have refused the works it can be some time before we have the ability to come back.

If a previous resident refused works to the property we will do our best to re-schedule your home back into the programme as soon as we can; although if the works are not urgent there may be a short wait involved.

Our Improvement Programme

Parish	Heating Works 2011/12	Replacement Doors 2011/12	Insulation Works 2011/12	External Repairs & Painting 2011/12
Acle	•	•	•	
Attleborough			•	
Aylsham	•	•	•	
Beeston			•	
Beighton		•	•	
Belaugh	•		•	
Bexwell			•	
Blofield	•	•	•	
Brandon	•			•
Brundall	•	•	•	
Buckenham			•	
Buxton	•	•	•	
Cambridge			•	
Cantley			•	
Canvey Island			•	
Castle Hill			•	
Castle Acre				•
Cawston		•	•	
Chantry			•	
Coltishall	•	•	•	
Cromer	•		•	
Dereham	•		•	
Diss	•		•	



Parish	Heating Works 2011/12	Replacement Doors 2011/12	Insulation Works 2011/12	External Repairs & Painting 2011/12
Downham Market	•			•
Drayton	•		•	
Felthorpe			•	
Foulsham		•	•	
Freethorpe		•	•	
Gaywood		•	•	
Gorleston			•	•
Great Plumstead			•	
Great Witchingham		•	•	
Great Yarmouth	•		•	
Griston			•	
Hainford		•	•	
Halvergate			•	
Harleston				•
Hassingham			•	
Heacham			•	
Hellesdon	•	•	•	
Hemblington			•	
Hethersett	•		•	
Hevingham	•	•	•	
Hockering			•	
Honingham			•	
Horsford	•	•	•	
Horsham St. Faith	•		•	



Parish	Heating Works 2011/12	Replacement Doors 2011/12	Insulation Works 2011/12	External Repairs & Painting 2011/12
Horstead	•	•	•	
Hunstanton				•
Ipswich				•
Kesgrave				•
King's Lynn	•		•	•
Lingwood	•		•	
Little Plumstead		•		
Loddon				•
Lyng		•	•	
Marsham	•	•	•	
Methwold			•	•
Mildenhall				•
New Catton			•	
Newmarket			•	•
Newton Flotman		•	•	
Newton St Faiths	•	•	•	
North Burlingham		•		
North Walsham	•	•	•	
Norwich City Centre			•	
Old Catton	•		•	
Orton Goldhay			•	
Outwell				•
Peterborough			•	•
Poringland			•	

Parish	Heating Works 2011/12	Replacement Doors 2011/12	Insulation Works 2011/12	External Repairs & Painting 2011/12
Postwick				•
Rackheath	•	•		
Reedham		•	•	•
Reepham			•	
Rickinghall				•
Roydon			•	
Runham	•			
Salhouse	•	•	•	•
Sheringham		•	•	
Sherwell Road			•	
Silfield		•	•	
South Walsham			•	
Southtown		•		
Spa Common			•	
Spixworth	•		•	
Sprowston	•	•	•	
Strumpshaw		•	•	
Stowmarket				•
Swafham	•	•		
Swannington			•	
Taverham	•	•	•	
Terrington St. Clement		•	•	•
Thorpe Marriott		•	•	
Thorpe St Andrew	•	•	•	



Parish	Heating Works 2011/12	Replacement Doors 2011/12	Insulation Works 2011/12	External Repairs & Painting 2011/12
Toftwood			•	
Tuttington			•	
Upton			•	
Upwell				•
Watlington				•
West Winch	•		•	•
Wroxham	•		•	
Wymondham	•	•	•	



Young's Homes operative working on the Greening the Box project



A brand new heating system



Our Greening the Box project in Ringland, Norwich



Mike from Wherry Maintenance Services

What can I expect if I am getting a home improvement this year...?

Before the work starts...

- We will write to you to tell you of the work we have planned for your home as soon as we know. Alternatively you can always give us a call or drop us an email to check if improvements are due soon
- In the letter we will give an outline of what is involved and who the contractor will be carrying out the works
- The contractor instructed to carry out the works will give you notice of dates of when they wish to visit to arrange the pre-survey
- Assuming works are still required following the pre-survey you can expect to be given notice of start dates of the work to avoid as much disruption as possible and you having to take time off work

During the works...

- The contractor will cause as little disruption as possible and complete the works without interruptions
- Our staff and contractors will show you ID before entering your home. Please check their ID before letting them into your home
- The contractors will work in a clean and tidy manner, protecting furniture and floors where possible
- You can expect to still have use of gas, electricity and water during the works, however if they do need turning off you will be given notice
- You will receive respect towards you and your home at all times



Steve from Adustus Services working on fitting a new boiler in Hellesdon, Norwich



Mark an electrician from Wherry Maintenance Services



After the works are finished...

- We will give you instructions for new heating systems and other appliances which we install
- Our contractors will explain what you need to do if you find anything wrong with the works or experience problems once the contractors have left
- We may ask you to fill in a customer satisfaction questionnaire so you can have your say about the works
- You can expect for us to take your comments and suggestions seriously to check on our performance in order to make improvements to the service if necessary

Fancy having a go at doing-it-yourself...?

We always welcome residents to make improvement works to their homes themselves.

The most important thing to remember is you must obtain our written permission before you carry out any works.

If you do wish to make some improvements please send us a letter stating exactly what works are involved. You must wait to receive our written permission before you start any works. Please remember that some extensive works might require planning permission from the local authority; this will be your own responsibility to arrange and you should again wait for their approval before beginning any works.



Adustus workman plastering the wall after removing an old gas fire



Colin from Adustus fitting a new radiator

Some of our Wherry Maintenance services operatives moving an old cooker ready for a new kitchen install



Tackling some frequently asked questions...

Can I choose which colour kitchen units I have?



Yes, there are multiple kitchen colour schemes available, including:

- Choice of six kitchen unit styles, six worktop colours and five kitchen cupboard handles
- Three choices of kitchen sink taps
- White wall tiles
- Five choices of floor covering
- Six choices of different coloured wall paint

Will the rest of my house be affected by any work taking place?

Don't worry, before any work starts we will put down protective coverings through your hallway and up to the work areas.

How do I know what is happening and when with my new kitchen or bathroom installation?

You will be assigned a Resident Liaison Officer who will talk through the proposed work and tell you how best to prepare for it. They will make a note of any special requirements that you may have, so that we can fully support you throughout the work.

Your Resident Liaison Officer will be contactable by telephone between 8.30am and 5.30pm Monday to Friday. Outside of these hours you will be provided with an emergency contact number.

Can I leave the house while you are working in my home?



Yes. The contractors are fully prepared to work in your home while you are out, so long as you are at ease with the tradesmen working in your home and accessing the rooms they need. We do recommend that any valuables are kept safe to avoid any unnecessary situations occurring.

I am having my door replaced; do I have any choice of what type of door is fitted?

Yes, there is currently a choice of two different styles of composite front door. Each style is available in four different colours with a choice of either nickel or brass colour handles.

If it is your back door which is due for replacement, this will be a standard white design.



What is a Combi Boiler?

With a combination boiler (or combi as they are commonly called) you gain the convenience of instant hot water – at any time. There are no hot water tanks, it simply heats the water as you use it and it never runs cold.

By using a Combi Boiler you will save on your heating bills and help the environment by using less fuel. Every new boiler must convert at least 86% of the fuel it burns into heat. We are currently installing A rated Baxi Suo-tec Combi HE boilers that are 91% efficient.

Will a combi boiler cost me more money to run?

I have been told that I'm having a combi boiler fitted but I currently have a gas fire – can I keep my fire and still have the new boiler?

Will I keep my hot water tank in my airing cupboard if I am having a Combi boiler installed?

Combi boilers are normally installed to homes which have less than three bedrooms. As the boiler provides instant hot water there is no longer a need for a separate hot water cylinder and this is therefore removed. Removing the tank will however free up valuable storage space in your airing cupboard. Unfortunately we do not install a radiator to this cupboard. Many residents find that the extra space can be utilised to store items such as vacuum cleaners or shoe racks.

Unfortunately no. The fire front of a back boiler is not a separate item. The gas fire fronts and the back boiler is one appliance and can not function separately. Therefore if we are removing the back boiler then the gas fire will need to be removed as well.

How do I control my new heating?

We will install a room thermostat and a programmer (time clock) for your boiler. A room thermostat simply switches the heating system on and off as required. It works by sensing the air temperature, switching on the heating when the temperature in the home falls below the selected setting and switching it off once this set temperature has been reached. Programmers allow you to set “on” and “off” time periods to suit your own lifestyle – no more waking up to a cold house!

What are thermostatic radiator valves (TRV's)?

Thermostatic radiator valves (TRV's) are fitted to your new radiators. TRV's give you control of the heat from an individual radiator. One radiator is left open (without a TRV) this is usually in the bathroom or hallway. This allows water to flow even if all of the other TRV's are turned off, to avoid damage to the pump or the boiler. TRV's allow you to decide which rooms you want to heat in your home meaning you do not waste money or energy heating rooms which no one uses regularly.

Introducing air source heat pumps...

During 2011/12, if your home is on our programme for a heating upgrade but is not on the mains gas network we may fit an air source heat pump instead of having electric storage heaters.

What is an air source heat pump?

An air source heat pump extracts heat from the outside air in the same way that your fridge extracts heat from its inside. It can extract heat from the air even when the outside temperature is as low as minus 15°C.

What are the benefits of having an air source heat pump?

- Lower fuel bills – although heat pumps are run by electricity, they are very efficient. For every unit of electricity they consume, about four units of heat energy is created
- No fuel deliveries required
- The pump can lower your homes carbon footprint

For more information about air source heat pumps, please visit the Energy Saving Trusts website at:

www.energysavingtrust.org.uk/Generate-your-own-energy/Air-source-heat-pumps or contact Wherry Customer Services on 0800 694 0165

What is involved in installing an air source heat pump?

You can expect the following if you are due to have an air source heat pump installed:

- Our contractor will survey your home prior to any works starting to identify any requirements needed for install and to establish the locations appropriate for the equipment
- The heat pump itself will be located outside your home and radiators will be fitted inside your home in every room
- Once works begin the next step is to remove your existing heating system
- A concrete pad to support the heat pump will be set up outside your home
- Heating and hot water components will now be installed along with all the pipe work required.
- The system will be tested and commissioned and certificates will then be issued
- You can expect the contractors to tidy up before they leave

All wrapped up in external wall insulation

As well as having a lot of homes off the mains gas network, quite a lot of our older homes are also solid wall construction. This means there is no easy way of insulating the walls as there is no cavity present.

Our Wherry Is Saving Energy (WISE) strategy is in place to improve the energy efficiency of your homes to ensure they are affordable.

In 2010 we identified four properties in Crostwick, Norfolk which as well as having electric storage heaters as their main source of warmth, the houses have solid walls.

Following a full survey of the properties we undertook a four week programme to insulate the external walls.

What are the benefits of external wall insulation?

- Improved insulation levels lead to reduced heat loss and therefore to a reduced energy demand for heating in the winter months. This will lower household bills and reduce the homes carbon footprint
- Condensation on internal walls can be eliminated meaning that problems with damp on internal surfaces and mould growth are overcome
- Higher levels of insulation mean the properties are cooler in the hot summer months
- The outside of the building is better protected against the weather by the insulated cladding



Terry from Wherry Maintenance Services working on a bathroom upgrad



In progress of fitting external wall insulation to one of the homes in Crostwick, Norfolk

Finished external wall insulation

Why we want to improve your home...



Ms Willimott is very pleased with her new kitchen. She said she would recommend anyone offered one of these replacements, to go for it. She told us that all the workmen were careful and everyone worked well. She especially loved her new green floor as she loves the colour green.



Mr Crouch has also recently had a new kitchen which was fitted by Fosters. Fosters worked closely with Mr Crouch's occupational therapist to design a kitchen to meet his needs.

Mr Crouch told us his new adapted kitchen has changed his life. He can now reach the plug sockets and switches which he wasn't able to before and he now does not need to rely on help from others.

Mr Crouch spoke highly of the whole team saying *"nothing was too much trouble."*

Mrs Curson recently had her kitchen upgraded by Fosters; she was very impressed with the whole process. The entire workforce was very friendly and tidy. Mrs Curson's daughter helped while the works were taking place. She is extremely pleased with her new kitchen as it has made such a difference.



Let's meet the teams...

Our Contractors for this year

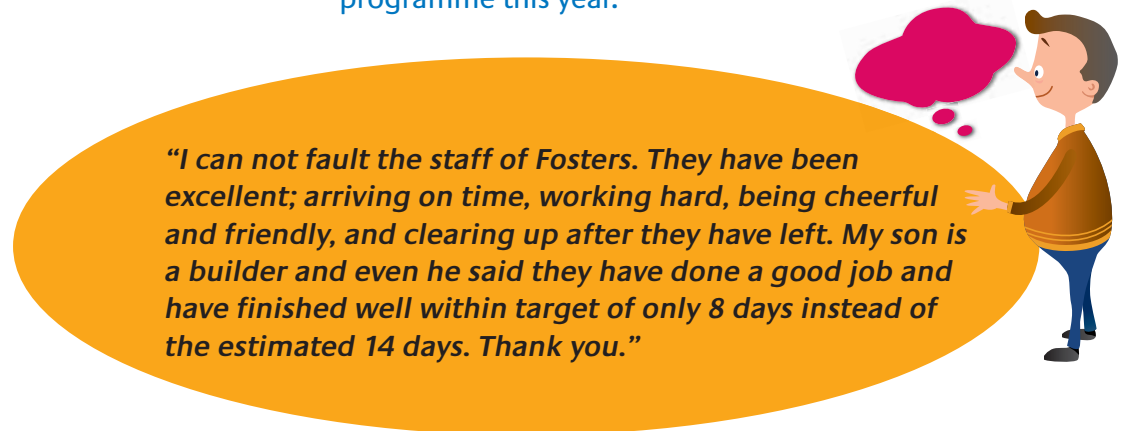
All new gas central heating installs are carried out by **Adustus Services Ltd.** Telephone 01992 468383



"Adustus are a top notch team who deserve 10 out of 10 for their work and attitude – they are three quarters of the way through now fitting my new boiler and they have been absolutely brilliant!"

All kitchen and bathroom upgrades are done by **Fosters Property Maintenance Ltd.** Telephone 01945 586999

Fosters Property Maintenance Ltd. is also our preferred contractor for delivering the re-roofing and chimney repair programme this year.



"I can not fault the staff of Fosters. They have been excellent; arriving on time, working hard, being cheerful and friendly, and clearing up after they have left. My son is a builder and even he said they have done a good job and have finished well within target of only 8 days instead of the estimated 14 days. Thank you."

All new windows & doors are fitted by **Norfolk Frames Ltd.** Telephone 01263 733058



"I have been blown away by the work Norfolk Frames have done fitting my new windows and doors. They have made such a difference. I am very impressed."

Most of the insulation work such as loft, cavity and solid wall insulation is carried out by **Carillion Energy Services** (formally Eaga).

Carillion Energy Services formally Eaga are also our preferred contractor at the moment installing our alternative heating systems such as air source heat pumps. Telephone 01912 473 800

Wherry Maintenance Services will be carrying out all external repairs prior to painting works.

Let's meet the teams...

Wherry Housing Property & Customer Services Team

Here is the team responsible for delivering our improvement programmes.



Susan Schofield
Delivery Manager
Tel: 01603 595141
Mobile: 07825 845 051

Sue has overall responsibility of delivering all major improvement works during the year.



Suzanne Eaglen
Planned Maintenance Surveyor
Tel: 01603 595141
Mobile: 07736 028 466

Suzanne is responsible for delivery of the kitchen and bathroom upgrades programme.



Chris Cameron
Planned Maintenance Surveyor
Tel: 01603 595141
Mobile: 07823 552 021

Chris is responsible for delivery of the heating, insulation, roofing, door and window improvement programmes.



Mike from Wherry Maintenance Services working on a kitchen upgrade

If you have specific questions regarding any information contained within this document or you wish to find out some more information about planned improvements to your home please contact the Customer Services Department on:

Tel: 0800 694 0165

or

Email: wherryrepairs@circle.org.uk

Alternatively our website contains a lot of useful info including tips on keeping your home energy efficient.

Website: www.wherryhousing.org.uk

Wherry Is Saving Energy – WISE



We are very passionate about helping you save money on your energy bills! We are investing a lot of money over the next few years to target homes which are considered 'hard to heat'.

We are doing what we can to help you save money; however we

do need your help! There are plenty of small changes you can make around your home which could have a huge impact on the amount of money you need to spend on your energy bills...

Here are just a few, give them a go – they might just surprise you!

- Turn radiators off or down in rooms you only use occasionally

- Just lowering the temperature of your thermostat by 1°C can reduce your energy bill by 10%

- Buy and fit a draught excluder to your letterbox. They only cost a couple of pounds but will make a huge difference

- If your hot water tap is leaking – please report it to us for repair

- Don't leave hot water running – use a plug

- Turn down the temperature of your hot water – you waste more energy adding cold water because the temperature is too hot to use, 60°C should do it

- We know it's an old classic but use energy efficient light bulbs – they last longer and use less energy – simple!

- Boil water in a kettle for cooking instead of heating up cold water in the pan – it's quicker and uses less energy

- If it's nice weather make the most of it by drying washing outside rather than using a tumble dryer as these appliances are among the most power hungry of them all

- Turn off chargers for phones and laptops when not in use. Also laptops are more energy efficient than desktop computers

If you do nothing else... Turn off unwanted lights!

For more helpful tips and advice on being more energy efficient or if you simply want to know more about WISE please contact us or visit our website for more details.