



Improvement works to your home

We want to make sure our homes are safe, warm and comfortable. We work towards achieving this through investment known as planned maintenance and improvement programmes. This involves grouping together particular types of work, such as windows and door replacement, installing new kitchens, upgrading heating systems, roofing, external envelope works and more.

We aim to be clear about our plans, give you choice wherever possible, and have support on hand when doing the work, to ensure it all runs smoothly and to your satisfaction.

These are our Improvement Works Service Standards

Helping you to prepare we will:

- Publish details each year on our website of our planned maintenance and improvement programme.
- Contact you at the beginning of the year if any works are planned for your home.
- Provide you with details about works on your home and how long they will take at least three weeks in advance.
- Give you the name of a helpful Customer Liaison Officer who will discuss any support needs before starting the work, and be there for you until these are completed.
- Involve you in the design and choice of fittings (colour and style) as much as we can and where appropriate.
- Give opportunities to involve you in the decision making process about any planned improvements programmes.

When carrying out improvement works to your home, we will:

- Introduce ourselves, wear uniform and appropriate PPE, and show identification before entering your home.
- Be polite, courteous and helpful at all times.
- Keep you informed of progress.
- Allow you to make an appointment for when the improvement works are carried out and keep the appointment that we make with you.
- Leave your home in a clean and tidy condition and remove any rubbish as quickly as possible.
- Leave your home secure with heating, light and water everyday.



After the works we will:

- Ensure you're satisfied with the works we have carried out.
- Use your feedback so we can improve our service.

If you are a leaseholder, we will:

- Consult with you before starting major works and long-term contracts, except where works are very urgent.
- Follow the Commonhold and Leasehold Reform Act 2002.

You can help us to achieve our Service Standards by:

Becoming a Home Improvement Advocate, working alongside us to ensure your voice is included when delivering bigger projects.

- Informing us of any specific access or personal requirements that we may need to be aware of to complete your repair.
- Keeping your home in a clean and well maintained condition packing away items in the area that we will be working and covering furniture etc. We can offer support if you have a need or vulnerability.
- Keeping your home in a clean and well-maintained condition and letting us know if any repairs are needed.
- Keep your appointment or tell us in advance if you need to re-arrange.
- Allowing us access to your home so that we can complete the works as planned.
- Being respectful and polite to our staff, we will always do our best to help.
- Refrain from smoking inside your home whilst our staff are working in your home so our staff can work safely.
- Give us feedback about your experience with us to help us learn and improve our services.

How will we keep a check on our Service Standards

We will:

- Ask you if you are satisfied with the work we've completed and address any concerns or issues you may have as they arise.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.
- Listen to and learn from the voice of our customers.

How we will update you on how we are doing

In our Annual Report we will tell how well we have performed on our planned maintenance and improvement programmes.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our Key Performance Indicators as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

