

External painting and repairs

We repair all of the outside parts of your home every seven years, depending on its condition.

What type of work will be done?

Depending on the type of your property and its condition, our contractors may repair and paint:

Fascias and soffits	Previously painted thresholds
External walls	Shed doors and frames
Doors and frames	Railings (if applicable)
Wooden windows if applicable	Minor building repairs to walls, roofs and guttering

The contractor will also clean out the gutters if this is needed.

Please note: If you have fitted your own shed or lean-to, this will be your responsibility to maintain.

Who will be doing the work?

The Trust employs painting contractors to carry out its painting and repair programmes. We only employ experienced painting contractors to do the work.

Will I be notified when the works will be carried out to my property?

You will receive a letter from the Trust to notify you that you are in this year's programme. The contractor will then contact you before work is due to start at your home.

How do I know that I'm giving access to the right people?

Whenever a contractor comes to your home, please ask them to produce their **identity card**.

What access will the contractor need?

The contractors may need access to your home or garden to do the work safely and effectively. This is particularly important if they need to put up scaffolding or long ladders, so your co-operation would be appreciated.

We may need to use equipment such as lift and hoist access or scaffolding to enable us to paint difficult to access areas.

If you are out when the contractor calls round, they will leave a card with a phone number for you to call to arrange another appointment.

Preparation that may be required:

Before we start painting we may repair things like:

- Rotten timber.
- Frames.
- Doors.
- Fascia boards.
- Minor wall and roof repairs.

If required this will be done several weeks before painting.

Please note, if any repair work is required that are due to damage, this will be re-chargeable (for more information please refer to the repairs section of the handbook).

How long will the painting work take?

The painting work is normally done over a couple of days but this is **weather permitting**, so it may take longer.

What do I need to do during the work?

Please let all members of your household know about the work and when it is going to be done.

Ensure your pets and children keep away from the work area and respect the contractor's materials and equipment.

Important information:

- Please allow access for the workers at the agreed times.
- Remember, timber doors and windows will need to be painted in the open position, and can take up to five - six hours to dry.
- The workers try to protect plants where possible, but you should remove special or delicate items from the area to avoid damage.
- You will be advised to move your vehicle away from the areas we are painting.

Please keep anything valuable away from the work area.

Can I choose the paint colour?

We offer a colour choice option for timber external front and back doors **only**. All other previously painted surfaces are painted matching the existing colours. This will be mainly wall surfaces and timber trims, and the painters will clarify this when they come to visit your home.

Who can I contact for more information?

Please call the contact number on your letter or ask for the **Cyclical Works Team** on **01952 217100**.

Indoor communal area redecoration

We decorate the internal communal areas to our flats on a cyclical basis. This will vary per block depending on age and condition. It is typically between six and 10 years.

What type of work will be done?

Depending on the type of block and its condition, our contractors may repair and paint:

Skirting	Previously painted meter doors
Cupboards doors and frames	Timber fire doors and frames
Previously painted walls	Stairs and railings
Ceilings	Window frames

Who will be doing the work?

The Trust employs experienced painting contractors to carry out its painting and repair programmes.

Will I be notified when the works will be carried out to the block?

You will receive a letter from the Trust to notify you that the block you live in, is in this years programme. The contractor will then contact you before work is due to start at your block.

How do I know that I'm giving access to the right people?

We will give the contractor access to the block, however when a contractor comes to your property, please ask them to produce their **identity card**.

Accessing your property

We should already have access to the communal area, however if your front door is timber and requires painting we will still require access to paint these in the open position. (These may take several hours to dry).

If you are out when the contractor calls round, they will leave a card with a phone number for you to call to arrange another appointment.

Preparation that may be required:

Before we start painting we may repair things like:

- Damaged timber, frames and partitions, doors, architrave, skirting.

Please note; if any repair work is required that is due to damage, this will be rechargeable (for more information please refer to the repairs section of the handbook). If required, this will be done several weeks before painting.

What do I need to do during the work?

Please let all members of your household know about the work and when it is going to be done.

Ensure your pets and children keep away from the work area and respect the contractor's materials and equipment.

Important information:

- Please allow access for the workers at the agreed times.
- Remember, timber fire doors and windows will need to be painted in the open position, and can take up to five to six hours to dry.
- Please keep anything valuable away from the work area.

Can I choose the paint colour?

We do **not** offer a colour choice for walls, ceilings and the various timber frames and trim, however we will offer a colour choice for your timber front door. The painters will inform you of this when they come to carryout this work.

Communal area - other works

From time to time the Trust will have other works to carry out to your communal areas, such as floor coverings, security entrance doors and lighting. If this is due to be done, you will be notified about these separately.

Who can I contact for more information?

Please call the contact number on your letter or ask for the **Cyclical Works Team** on **01952 217100**.

Who do I contact to give a compliment or make a complaint?

Please call the contact number on your letter or ask for the **Asset Management Team** on **01952 217100**.