

## External repairs

### What do external repairs include?

We have a duty to repair the external structure of your home. Depending on the type of your property this may include repairs to the external brickwork, chimney, lintels and re-pointing works.

### Will I be notified when the work 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.

If the condition of the external structure of your property has been identified as requiring a number of repairs, then it may be included within the external repairs programme.

### Who will be doing the work?

We use specialist contractors to do the work, please be aware that before the external works can start, contractors may need access to your property.

### Accessing your property

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.

### 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.

If scaffolding is required and you have children, please ensure they do not climb or play near the scaffolding.

We may need to use equipment such as lift and hoist access to enable us to repair 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.

### Important Information:

Please let us know about any special requirements you may have well in advance, so that we can plan the work better. This may simply be telling us your holiday dates, because we may need access to your home to do the work, but any helpful information you can give us means we can more easily meet your needs. **You should tell your home and contents insurer if scaffolding is used, otherwise they may refuse to pay a claim.**

- Please allow access for the workers at the agreed times.
- The workers try to protect plants where possible, but you should remove special or delicate items from the area to avoid damage.
- Please keep anything valuable away from the work area.

## 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**.

## Other work we may need to do beforehand

We may need to gain access to your home to do a gas flue safety check.

## 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.

## How will I benefit from having such repair works?

- It will improve the appearance of your home.
- Your home will be easier to heat and stay warm, which will save you money.

## Who can I talk to if I have any questions?

Please call the contact number on your letter or ask for the **External 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**.