

Improving your home

Capital Programme

Each year we set aside money to invest in major improvements to your homes. This is called our Capital Programme and it can include :-

- door and window replacement
- electrical rewiring
- installing central heating systems
- major refurbishment

This is part of our commitment to investment in the provision and maintenance of quality housing. Your home is included in the selected area to be improved and this leaflet answers some of the questions you may have.

When will the improvement work commence?

The contract on your particular property can start anytime during the year but we promise to give you plenty of notice. You will receive a letter once the schedule is clear and a visit by the contract supervisor prior to any work taking place.

How am I affected if I am buying my house?

If you enquire about buying your council house you will be informed about any scheduled capital programme contracts. This is because pending house sales are always deleted from the contract.

I am disabled; will someone help clear furniture for tradesmen?

Our contractors are always made aware that they have a responsibility to assist tenants.

If you have any special needs you can contact your local Capital Investment Officer or Housing Officer who will make appropriate arrangements.

Will I need to cover belongings with dustsheets?

For internal work, dust sheets are provided by the contractor. The contract supervisor will visit you a few days prior to the contract to determine requirements.

Will I be offered a decoration allowance?

No, we do not offer decoration allowances. Unfortunately, while our contractors maintain the highest standard of workmanship there can be unavoidable damage to your décor.

Will I have to move out of my home during the works?

Not normally, however there may be occasions where it is in your interest for us to arrange temporary re-housing but we will always advise you of this well ahead of any works.

If the work is arranged whilst I am on holiday can it be rearranged?

We will try to schedule work to suit your availability. If the notified time is inconvenient you must inform your Capital Investment Officer so he can rearrange.

Will the work be inspected?

The contract supervisor will inspect all work after it is completed. We are very interested in your opinion and will ask you to complete a satisfaction survey. The results of this will be published in Tenants' News.

How can I find out more about the Capital Programme?

We will keep you updated on the progress of the programme through letters, site boards, Tenants' News and the Plasma screens located in local offices.

You will be invited to attend public meetings where presentations will be given on the work to be done, the materials used and the time the contract will take. This is a good opportunity for you to voice your concerns. In addition, please remember that your Housing Investment Officer and Housing Officer are on hand at your local housing office so feel free to raise any issues directly with them at any time.

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