

Major works



Catalyst
Housing

Doing major works to
improve your home

What are major works?

Major works are non-urgent works that we do to your homes and the buildings you live in to keep them in good condition.

How often do we do major works?

Some works we do every five to seven years and these include:

- Minor repairs to windows and buildings before we decorate
- Decorating the outside of buildings and shared areas
- Repairing fences and gutters

Other work, which we do less often, includes:

- Re-roofing
- Rewiring
- Replacing kitchens
- Replacing bathrooms
- Replacing concrete paving

We usually do these jobs on a group of properties at the same time to make it more cost effective and to minimise disruption. For example, we prefer to work on a whole block or estate at the same time.

We plan major works several years ahead of time in order to budget for them. We regularly survey all the buildings we look after to see what needs doing. When you report non-urgent repairs to us we put these into packages of work. These can then be carried out all together as part of a major works programme in an area.

Involving you in major works

Involving you in our major works programme is a top priority for us. We plan to do this in the ways highlighted below.

Keeping you informed

If major works are coming up where you live we will make every attempt to meet you before the work starts, to tell you about it and ask what you think. We will do this through a combination of letters, roadshows in estates and knocking on your door.

We will write to you before the work starts to give you detailed information of the work we expect to do in your home and when it will start.

The company (contractor) we use to do the work will then make an appointment with you to see what needs doing in your home.

Giving you choice

We will give you as much choice as possible. If we are putting in new kitchens or bathrooms for instance, we will ask you to choose what colour and style you want from a range.

Asking your opinion

When the work is done we will ask for your feedback through a postal survey. Please take the time to fill this in as your comments help us do it better next time.

Dealing with problems during the work

If any problems occur when the work is taking place we will give you the details of the people you can contact to put it right.

These include:

- Contractors
- Resident liaison officers
- Project managers



Dealing with problems after the contractor has gone

If something hasn't been done right or goes wrong after the contractor has gone we will ask the contractor to return to put it right.

Much of the work done by our contractors is guaranteed. For example, paintwork is usually guaranteed for six months. Kitchens may be guaranteed for seven or eight years. If you cause the damage however, you must put it right.

Making sure you are satisfied with the work

The contractors we use will make sure you are satisfied with the work before they leave. Our technical inspectors will also check the work is up to standard before the contractors leave.

Local offers

Local offers are promises we make to you about how we provide certain services. Local offers are developed in consultation with you and tailored to your needs.

Where major works are concerned you want us to:

- Involve you
- Give you good customer service
- Give you value for money
- Give you quality accommodation
- Give you an effective repairs and maintenance service



For repairs and improvements, including major works, this is what our local offers say we must do:

- An annual gas safety check, by appointment, in all rented homes with a gas supply
- Ensure all our homes meet the government's Decent Homes Standard – see page 6 for more information
- Consult you about any major works happening in your neighbourhood

- Let you know about major works and timescales for all planned repairs
- Give you at least two weeks notice before any major work starts in your home
- Visit you at least every seven years to see if your home needs decorating or any maintenance work needs doing. We will consult you about this.

For more information about local offers, go to the residents' section of our website.

How can I find out when and where major works will take place?

Contact your local office and ask them. They have a list of all the major works we are planning to do over the next three years.



Other improvements and checks we do

Gas safety checks

If you are a tenant and have a gas supply we carry out a gas safety check in your home every year. We will make an appointment with you to do this. We have to do these checks by law so we ask you to keep this appointment. If you don't we may have to take court action to gain access.

If you are a homeowner it is your responsibility to organise a yearly gas safety check of your gas appliances. We recommend you use an engineer listed on the Gas Safe Register. For details call **0800 408 5500** or visit www.gassaferegister.co.uk

Day-to-day repairs

These are repairs that need doing within a certain timeframe and for that reason we can't plan ahead for these. These can be emergency, urgent or routine repairs. For more information please go to the repairs page of our website or refer to the repairs handbook.

What is the Decent Homes Standard?

The government says we must provide you with a home that meets the Decent Homes Standard.

The Decent Homes Standard requires us to give you a home that is warm, weatherproof, safe and comfortable and has modern facilities.

For more details on the Decent Homes Standard, please visit the Communities and Local Government website at www.communities.gov.uk

This leaflet gives information about major repairs and improvements. If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

Arabic

تمكّنك هذه الوثيقة بالمعلومات اللازمة عن عمليات الإصلاح والتحسينات الرئيسية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Hindi

यह दस्तावेज़ बड़ी मरम्मतों और सुधारों के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Este documento proporciona-lhe informações sobre reparações importantes e melhorias. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Dokumentigan wuxuu ku saabsan yahay dayac-tirid caadi iyo fiicnaanshor. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Gujarati

આ દસ્તાવેજ મોટી મરામત અને સુધારણા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઇલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

Niniejszy dokument zawiera informacje o przeprowadzaniu większych remontów i ulepszeń w domu. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਵੱਡੀਆਂ ਮੁਰੰਮਤਾਂ ਅਤੇ ਸੁਧਾਰਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਅੱਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ دستاویز بڑی مرمت اور اصلاح کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو پریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**



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Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



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Call: **0300 456 2090**
(South East customers)

Visit: www.chg.org.uk

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**Catalyst
Housing**

A charitable housing association, IPS no.16561R