

Cyclical decoration



**A guide to
our recurring
decoration
programme**





On a recurring basis we provide a decorating service. We call this cyclical decorating. This is to keep the exterior and internal communal areas of our properties in good decorative condition.

External contractors will usually deliver this service on our behalf. This leaflet explains what to expect, what our responsibilities are and what your responsibilities are.





Who is your landlord

If we manage your home on behalf of another landlord (for example, Legal and General Affordable Homes) different terms and conditions may apply. If we're not your landlord, please contact us to confirm the rules first. If you're not sure who your landlord is, please check your tenancy agreement or contact us on 0300 555 0500 or email: enquiries@chp.org.uk.

The cyclical decoration service involves

- Decorating properties externally
- Carrying out external repairs to make decoration work possible*
- Decorating all communal areas internally

*Repair works are usually carried out before the external decorating starts.

When will the work(s) be carried out?

External work(s) normally take place during the spring, summer and autumn and internal work(s) during the winter.

Please be aware that rain or severe weather can cause delays in starting and completing external decorating work.

Before the work(s)

We will write to you with an appointment to carry out a pre-works survey. This is to assess the property for redecoration and identify if any repairs are required for the following items:

- Roof coverings
- Fascias
- Downpipes and guttering
- Rendering
- Brickwork
- External doors and frames
- Windows and frames

If we are not able to repair an item, then it will be renewed. The contractor carrying out the work on our behalf will contact you at least one week in advance to arrange a convenient start date. You will also be given the name and contact telephone number of the supervisor.

For houses and bungalows, we will offer a choice of colours for external render and glossed doors. If you have a stained wood door we will restore this to its original condition.





Please store all valuable and breakable items in a safe place before the work starts.

It is important that you allow us into your home on the agreed date and time to inspect your home or carry out work.

During the work(s)

Work(s) will be carried out Monday - Friday between 8am - 5pm.

We aim to complete the work on time and will inform you of any delays in starting or completing the work.

In some cases we may need to assemble scaffolding. We will make sure the scaffolding is in place for a minimal period and is safe at all times. We apologise for any disturbance or disruption during the work(s).

Your responsibilities:

- Ensure vehicles are removed from your driveway
- Make sure children and animals are kept away from the working area(s)
- Report unauthorised use of scaffolding to the police immediately

- Check the tradesman / contractors' identification - do not let anyone into your home unless you are satisfied with the identification they produce. All of our staff and contractors carry identification cards. If in doubt, please call our service centre on 0300 555 0500

After the work(s)

We will visit to make sure the work has been appropriately completed. If the work is not to the require standard we will investigate the issue(s) and rectify as necessary.

We may return to inspect the condition of the paintwork within one year after completion of the redecoration work(s).

We will ask you to complete a questionnaire (and provide a freepost envelope asking for your feedback.





Your responsibilities:

- Do not close external doors and windows until the paintwork is dry. We will tell you the approximate drying time
- If you are not completely satisfied with any part of the work, please use the supervisors contact details provided. You can also contact our service centre on 03000 555 0500

Standard of work

We monitor contractors' work against the following:

Contractors will:

- Carry identification cards
- Be courteous
- Treat you and your home with respect
- Take reasonable measures to protect your belongings
- Keep rubbish and mess to a minimum
- Take reasonable measures to protect your garden
- Leave work areas tidy at the end of each day

Contractors will not:

- Enter your home without your permission
- Start work without your permission
- Play loud music
- Shout or swear
- Smoke in our around your home
- Access outbuildings without your permission

If contractors have not met these standards, please call us by calling us on 0300 555 0500.

Maintaining standards

As well as inspecting the work, we will:

- Involve residents in the selection of reputable contractors
- Monitor the performance of contractors against agreed performance measures
- Use only cost-effective and high performance materials
- Use paint and stains manufactured by ICI Dulux™
- ICI Dulux™ will conduct a random monthly inspection to check the quality of our work and application of materials



Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 5550 0500
Email enquiries@chp.org.uk
Write to Myriad House,
33 Springfield Lyons Approach,
Chelmsford, CM2 5LB



@CHPHomes

