

Minor work(s)



**A guide to
our minor
work(s)
programme**





We are responsible for making sure our properties and communal areas are in good condition. Work(s) are planned under major and minor categories. The information in this leaflet explains how we classify minor work(s) and what you can expect from the service.





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.

What are minor work(s)?

Minor work(s) are those that are not considered urgent and will not lead to structural or health or safety problems.

They include:

- Repairs to paths or steps
- Replacing or repairing gutters
- Fitting extractor fans
- Replacing or repairing windows
- Fitting window restrictors
- Replacing doors
- Repairing drains
- Replacing or repairing fencing
- Fitting handrails
- Replacing or repairing roofs
- Plastering

- Bricking up and venting fireplaces
- Wall and loft insulation

When will the work(s) be carried out?

We will assess and prioritise minor work(s) every month. Those with the highest priority will be completed within nine months. Priority is based on the likelihood of the work(s) becoming a health and safety hazard and the condition of the item.

Planning work in order of priority allows us (or contractors working on our behalf) to carry out all work more efficiently and cost effectively.

Before the work(s)

Our contractors will contact you to arrange a convenient date. Please make sure we have access to the property on the agreed date and time to carry out the work.

We aim to complete the work(s) within a reasonable time; however, rain, or severe weather can cause delays in starting and completing external work. You will be informed of any delays.





During and after the work(s)

We will select (at random) a number of properties to visit both during and after the work to make sure it has been completed to the required standard. If it is not, we will instruct the contractor to put it right within a reasonable timescale.

Your opinion helps us make improvements to our services and we will ask you to complete a questionnaire on how the work was carried out. A resident member of our repairs panel may also contact you by telephone.



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

