



Major Works Guidance for Tenants and Leaseholders

Introduction

You have been given this document because your home has been identified as needing major refurbishment works. We hope it will help you understand how the work will be managed.

This is intended to be general document and will not detail the specific work your home/block/area will be subject to, or the contact details of relevant persons; you will have been notified of separately.

If you have issues with reading or understanding this document, please contact a member of our team on 01279 446808 or email adminhps@harlow.gov.uk.

Data Protection Statement

We manage all your personal information in line with the Data Protection Act 1998. Further information can be found on The Councils website <https://www.harlow.gov.uk/your-council/accessing-information/privacy-notice>

Getting Ready for Major Work

Most building work comes with an element of disruption. The level of disruption will depend on the works required, but we work closely with the contractors to keep noise, dust, and disruption to a minimum.

You can help us by considering the following before work starts:

- ✓ **Familiarise yourself with the Work required.** Know what areas of your home operatives will need to access for surveys/work. Each scheme of work will have a Resident Liaison Officer (RLO) either appointed by Harlow Council, the Contractor carrying out the work, or in some instances, both. You will have been notified of your RLO separately from this document. If you are unsure who your RLO is, please contact a member of our team on 01279 446808 or email adminhps@harlow.gov.uk.
- ✓ **Identity Cards.** The Council or its contractors may need to come in to your home before work starts. You should always ask to see the identity card of anyone that wants access to your home. Our staff and contractors always carry identity cards and are trained to show their identity cards before entering your home. Please report anyone that does not comply with the above to Housing Operations Property on 01279 446808.
- ✓ **Health.** If you or a member of your household has a condition that may be affected by the work, please speak to your Resident Liaison Officer.
- ✓ **Pets.** Please keep pets away from scaffolding and other areas which may pose a hazard, such as around skips, equipment, and tools.
- ✓ **Your Belongings.** Work areas will need to be clear, and you may wish to move or safely pack away anything that is breakable, valuable, or of sentimental value.

If you need to move large items of furniture and are unable to do this yourself or arrange for friends or family members to move items for you, please speak to your Resident Liaison Officer.

If an item is damaged during the work, please contact your Resident Liaison Officer, who will make a formal record and arrange an investigation. Please do not throw the item away.

If you have a sky dish attached to the building, Harlow Council cannot accept responsibility for any damage or loss of signal that may occur during the works.

- ✓ **Insurance.** We strongly recommend that you have home contents insurance and check your policy before work starts. We advise that you inform your insurers that we are about to carry out major work.
- ✓ **Access.** If you are planning a holiday during the duration of the work, please advise your Resident Liaison Officer.

Expectations during work

What you can expect from the Council and its Contractors

- You will be notified of the work required and the areas affected.
- You will be given at least two weeks' notice before the work begins.
- You will be visited at least one week before the work starts and provided with storage boxes (if required).
- Operatives will always carry appropriate identification and wear a uniform/high vis.
- Operatives will **always treat your home with respect and be polite** and courteous.
- **Operatives will not:**
 - Play radios or smoke in your home/garden.
 - Use your home for lunch/tea break.
 - Use your toilet without permission.
 - Use your phone.
 - Use your power supply unless unavoidable, and only with permission.
 - Park on grass areas or pavements
 - Leave rubbish in your home or garden overnight.
- Work will be carried out between 8am and 6pm.
- Any areas affected by work will be made good.
- Your home will be kept secure during the work.
- Operatives will **work safely** for the benefit of residents and their visitors.
- **At the end of each day** operatives will:
 - Clean up any mess they make.
 - Take away any rubbish or tools.
 - Secure any materials that cannot be removed.
 - Leave you with working services (water, gas electric).

What is Expected from tenants and leaseholders

- Ensure the work area is clear by removing personal belongings and furniture from the work area. Requirements can be discussed with the Resident Liaison Officer.
- **Allow access** to your home as required, and keep any appointments made. If you must rearrange an appointment, please give as much notice as possible (at least 24 hours)
- Please **follow health and safety instructions** and **keep children and pets away from the work area**, tools, equipment, and materials.
- Ensure an adult is always present with a child. Operatives will not enter, or work in a property where a child is unaccompanied.
- Please treat all council employees and contractors with respect.
- Please do not smoke in areas where contractors are working.
- **Keep your home secure.** Doors and windows should be closed and locked at night, especially where scaffolding has been erected.

Newsletter

In addition to regular visits from the Resident Liaison Officer and in order to keep you updated on the progress of works, you will receive newsletters at various stages of the project. The newsletter will give updates on the progress and will document through photos before and after photos and keep you update on what happens next.

Completion of the Major Work

When the work is completed, your property will be returned to its original condition. All skips, scaffolding, and equipment will be removed.

The work will require a post-inspection to ensure it has been carried out to the standard specified. You will be notified by the Resident Liaison Officer of a post-inspection appointment, and you will be advised by the person carrying out the post-inspection if the contractor needs to return to finalise any of the work.

There may have been some unavoidable disruption to the decorative finishes in your home. This can be discussed with the Resident Liaison Officer.

You will be asked to complete a Residents Satisfaction Questionnaire. This is a confidential questionnaire, and any feedback you give will be given due consideration to help improve how future programmes of work are managed.

Health and Safety

The Health and Safety of our residents and their visitors is our highest priority. Every attempt is made to ensure works are carried out safely.

Please ensure you take notice of signs and follow health and safety instructions issued by the operatives working in the property.

If you wish to report anything connected to the work that might be of cause for concern, please contact the site manager/office or the resident liaison officer. The call will be logged and responded to within 5 days. Outside of normal working hours, please contact **Harlow Councils emergency number – 01279 446666**.

If an operative has an accident in your home, you may be asked to sign the accident book to confirm the incident.

If you or a member of your household has an accident resulting from the major work, you must report it to the Resident Liaison Officer immediately.

1. Compliments and Complaints

We are always pleased to accept compliments, and these can be fed back to the Resident Liaison Officer.

If you have an issue at any time during the major work, please report this to the Resident Liaison Officer in the first instance.

If you feel that the issue was not resolved to your satisfaction, please contact the Project Manager/contract administrator.

We hope that any issues you've encountered will have been resolved as above, but if you remain unhappy with the response, you can follow Harlow Councils complaint procedure by contacting us in one of the below ways:

Telephone: Contact Harlow on 01279 446655

Email: contact@harlow.gov.uk

Post: Housing Operations (Property), Civic Centre, The Water Gardens, Harlow, Essex, CM20 1WG.

Further information about Harlow Councils Complaint Policy can be found on the website <https://www.harlow.gov.uk/complaints-policy>

Please keep this document in a safe place until the works are finished.