

# Planned Improvements, Inspections

## Tenant Information

### 1. What is planned work and why is it done?

Papworth Trust believe that all our tenants deserve a good quality home so we are investing in homes.

We regularly survey the condition of homes by Stock Condition Surveys, Home Inspections and for communal spaces Estate Inspections. These enable us to plan ahead to make improvements.

The types of improvements we make may include new:

- kitchens
- bathrooms
- heating
- electrical rewiring
- windows and doors
- roof replacements
- communal lift replacements
- guttering, fascia and soffits
- fencing and paths

### 2. My neighbour had works carried out to their home but I haven't. Why is this?

Work varies from property to property according to age and condition. If you feel that something in your home needs replacing please contact us on [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk) or by telephone on 0330 678 0008 option 1 and ask for an inspection.

### 3. How does the work get organised? How am I kept informed?

One of our Asset Management officers will contact you and advise you the type of work we are planning on doing. This named person will be your contact throughout the process and will be able to answer questions you may have. As we get further along in the planning stages we will advise you

of dates and timescales. We will phone and talk to you but the information we provide you will be in writing.

Most of this type of work will be carried out by our sub-contractors. They will have a contact number should there be any queries that you have.

#### 4. What if there is a problem while the work is being done?

Contact the named person and they will help you. If an inspection is required they will arrange for someone to come out.

If there is an emergency please phone the usual repairs number.

#### 5. What is a stock condition survey?

It is a survey of your home, both inside and out by our Asset Surveyor. It usually takes around 30 minutes. The survey helps us understand what works may be required in future planned work/capital programs.

If we only need to assess the outside of your home we may not need you to be present depending on what we need to look at.

If we ask you for access to do a survey it's important that you let us in, otherwise we may not be able to schedule the work.

#### 6. Can you take my day to day repairs when your staff visit for inspections or surveys?

No. Repairs need to be reported to us in the usual way via the telephone or email or website. Our staff will listen to you and give advice as appropriate but it is your responsibility to report your repair in line with the Repairs Policy.

#### 7. I had a stock condition survey recently so when is my home being upgraded?

The survey collects data for us to identify future work. The surveyor will not be able to tell you what elements in your home require replacements/upgrades.

If a particular part of your home e.g. kitchen is over a certain age and in poor condition it will be scheduled into future programs of work.

## 8. What if I do not want to have the work done?

The answer to this will depend on the work being planned. Upgrades relating to safety e.g. electrical work must be done and you have to provide access. If you feel that you have extenuating circumstances then please speak to us.

Thermal comfort work must be completed where it materially affects the SAP rating of the home as the Trust has Government set targets to meet.

Works that are not related to safety e.g. bathroom replacements or thermal comfort can be refused. If you wish to exercise your right to refuse then we will ask you to sign a form and return it stating that you do not want the work to happen and why. This is called a refusal of works form. By signing this form you are stating that you wish to opt out of the work for a period of time up to 3 years.

Please speak to us if the reason for the refusal is concerns over the work or your health as we can likely put your mind at ease.

Please note that if you change your mind after sending back the refusal of work form then we may not be able to plan you in for at least a year.

If you cancel late in the process and materials have been ordered then we reserve the right to recharge you for these if we cannot re-use them on another property that year.

## 9. Will you redecorate my home?

No, we will not redecorate your home following planned works. The operatives will make good any disturbed decoration as a result of the work. It is impossible for us to have the specific paint colour or wallpaper type to match and generally speaking the shades will have altered over time due to light.

## 10. Can you tell me more about specific work types?

Yes.

Electrical rewires. The wiring will be surface mounted as per standard practice. Surface mounted wiring is more cost effective and less intrusive for the tenant. Chasing out walls is very messy and would lead to plastering and redecoration requirements of a significant nature. There are set numbers of sockets per room/home depending on the size. Fittings will be white standard fittings.

Windows and Doors. These will be replaced in white and will be double glazed. Trims will be added on the inside to cover up some of the disturbed areas. We will issue an aftercare leaflet so that you can ensure your windows and doors are cared for correctly.

## 11. Document control

Author	Senior Business Manager – Property
Approver(s)	Head of Property
Input from	Tenant Scrutiny Panel
Date	June 2019
Next Review date	September 2023
Version Number	2.0

## 12. Version tracker

Version number	Date	Comments/Reason for issue
1.0	17.6.19	New FAQ's/information
2.0	09.9.20	Alterations to text

*This document is uncontrolled when printed. Printed copies of this document will not be kept up to date. To make sure you are reading the latest version, please go to: [SharePoint/TrustDocuments/Policies](#)*

