

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 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.

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.

Works that are not related to safety e.g. bathroom replacements 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. Document control

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10. Version tracker

Version number	Date	Comments/Reason for issue
1.0	17.6.19	New FAQ's/information

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