

What happens next?

We are pleased to say we will be carrying out works to your home

What we need from you as our resident

For us to start works on the date we have agreed we will need you to:

- Advise us of any dates or times we need to accommodate, such as school drop off or pick up times, hospital appointments, working hours, holidays.
- Inform us if you feel like you may need additional support while the improvement works are being carried out.
- Let us know in advance if you are unable to keep to a pre-arranged appointment, to allow us to reschedule your appointment.
- Remove furniture, fixtures and fittings from the areas where works are due to take place. This will prevent work being delayed or needing to be re-scheduled. If you're concerned about moving any furniture or items, please speak to us.
- Ensure the area / room we are working in is free from anything that might prevent us working.
- Ensure any pets are in another room from where the team are working.

We always aim to provide an excellent service and keep disruption to a minimum.

However, there are occasions when certain situations beyond our control will cause some delays or minor inconvenience.

We will always explain any delays so you know what to expect. If you are ever unhappy with the service you are receiving, please speak to the team or person below who will be happy to help you.

Asbestos Survey

If an asbestos survey has not already been completed, we may need to complete an asbestos survey before any works to your home begin. We will contact you direct to arrange this.

You must allow access for this survey - we will not be able to work on your property until a full asbestos survey report is obtained if needed.

If asbestos is found in your home and we are likely to disturb these materials during the work we are undertaking, we will discuss with you how this will be managed to allow work to proceed safely.





What you can expect from us

- We will treat you and your home with respect.
- Give you plenty of warning when we need to come into your home.
- Keep you informed about the progress of works, and any potential delays.
- Aim to complete works to a high standard and cause as little disruption as possible.
- Aim to provide excellent customer service and will respond to all queries quickly and efficiently.

Contact names and numbers

Call **0300 303 8540**
Email us at **info@southlakeshousing.co.uk**
or visit **www.southlakeshousing.co.uk**