

Investment Works: Frequently Asked Questions...



Investing in
Neighbourhoods



Q. When will I be getting the work done on my home?

A. As part of the Transfer to **GGHT** we consulted and

agreed a 5 year investment programme with customer groups and tenant representatives. This programme is based on Council Wards and spreads the work out over the whole town - it makes sure that no one area has to wait too long before benefiting from the planned investment work.

We will be sticking to this agreed programme. You can check what ward your home is in and see the programme on our website.

Q. What items will be replaced?

A. We will only be replacing items such as bathrooms, kitchens and central heating that are classed as 'failing' – which means they have to be older than their expected useable life and in a poor condition.

Q. I think my kitchen/bathroom/central heating system is older or in a worse condition than my neighbours and they are getting the improvement work. Why

can't mine be replaced?

A. Our asset database holds a 'date' when each component is due to be replaced. This is based upon validated survey information collected over many years. We are not in a position to carry out improvement work outside of our planned programme; therefore, we will only be able to repair your components until their replacement 'due date'.

Q. What if my address is not on the programme?

A. Everyone will be getting new windows by December 2015. You will also get new external doors if they are not composite 'Secure by Design' ones and security lighting if you don't already have some.

However, it is important to understand that if your address is not on the 'list' for other improvement works such as kitchens, bathrooms and heating, then you are NOT due to have this improvement work carried out in the first 5 years.

Q. Will anybody get their work done who isn't on the list?

A. Only if for example the kitchen, bathroom has completely failed

and can no longer be repaired, or in some instances when the property becomes empty. For example if a door can no longer be made safe or secure or if a central heating system cannot be repaired. Furthermore if there is a health and safety issue then we will look to carry out the work to remove the risk.

Q. What if I am not happy with the work that has been completed at my home, what should I do?

A. On each of the programmes of work there is a team of TLO's (Tenant Liaison Officers). Their role is to make sure that any complaints or issues with your work are dealt with. If you have an issue you can ring GGDirect on **0800 25 26 27** they will make sure that your concern is passed onto the right team.

Q. What happens if something has gone wrong with the work, e.g. there is a leak in the kitchen after the workmen have left?

A. **GGHT** has made an arrangement with each of its partners to carry out any out of hours recalls to works; so that your inconvenience is kept to a minimum.

IMPORTANT!

Q. What if I don't let you into my home or I forget to tell you when I'm not in?

A. If you don't respond to any letters or calls that you receive in connection with the improvement programme or we can't get into your property to do the work, we will **NOT** carry out the improvements. It is important that you keep in touch and let us know when you are in. You can ring GGDirect on **0800 25 26 27** if you have any access problems.

Q. What if I am in arrears or having difficulty with my rent?

A. We will be checking all customers rent accounts prior to starting any work. It is important that you make sure that your rent account is kept clear or that you make and keep to any payment agreement so as not to run the risk of being removed from the investment programme. If you have any concerns about paying your rent you can ring call us free on 0800 25 26 27 and ask to speak to our Income Management team.