

Major Works in your home



Improving the homes
of our tenants

Major works in your home

EastendHomes are doing major work in our tenanted properties, such as:

- putting in new kitchens or improving them;
- putting in new bathrooms and toilets, or improving them;
- putting new boilers in (where needed); and
- rewiring homes (where needed).



If you want to check to see if your property is included in the programme, you can visit our website www.eastendhomes.net, or contact your Local Housing Centre (see back page) or phone the Regeneration Team on **020 7456 6700**.

This leaflet tells you what you can expect from us and our contractors when major work is carried out inside your home.

Keeping you informed

We will:

- send you a newsletter with information about the work being done;
- make a show flat available for you to see the kind of work that will be carried out;
- let you know about the how much work will be done in your home;
- ask if you have any problems (such as health problems) that could be affected by the work; and
- if needed, arrange for an occupational therapist to visit you (who can recommend any aids or adaptations to help you if you are elderly or disabled).
- keep you involved with the design of your new kitchen; and
- give you a choice of:
 - colours for worktop and kitchen units;
 - handles for kitchen units;
 - wall tiles for kitchen and bathroom;
 - floor coverings for kitchen, bathroom and toilet; and
 - paint colours for walls.



Before we start the work you will be able to visit a show flat to see what the improvement will look like.

We will also:

- give you details of the choices available;
- confirm (in writing) the kitchen layout with you;
- send you details of your choices;
- give you details of how to get in touch with the contractor's Resident Liaison Officer (someone who can help you while the work is being done);
- tell you when work will start;
- tell you about a Tenants' Refuge - somewhere that you can go during the day if you want to get away from the disturbance of people working in your home and
- tell you about the contractor's complaints system.

When working in your home

We and our staff will:

- show proof of identity (company ID cards) and will not mind if you want to make a further check by phone;
- do the work to a good standard;
- use good quality materials made to a high standard;
- help you move heavy furniture and carpets if needed;
- protect your furniture and belongings using dust sheets, carpet protectors and so on, where needed;
- make sure that you have the toilet, hot and cold water, cooker, lighting and heating available at the end of each day;
- provide you with temporary heating to main rooms if needed;
- leave your home clean and tidy at the end of each day;
- be careful and considerate when working in your home, especially when there are frail or disabled residents or young children;
- let you know if gas, water, or electricity needs to be switched off;
- help keep your home safe by closing all doors and making sure that ladders and scaffolding are kept as secure as possible;

- respect religious holidays and festivals;
- be polite and respect your home; and
- regularly check the quality of our service.

We and our staff will not:

- be rude;
- leave rubbish in your home or shared areas;
- use your toilet or other facilities;
- smoke in your home;
- use your electricity for power tools and so on unless you agree; or
- work in your home unless you are there or have given permission.

When the work has been done

The contractor will:

- provide an ‘aftercare’ repairs service for 12 months after the work has been finished;

We will:

- check all work that has been done;
- write to you to check you are happy with our work and that it has been properly completed when the ‘aftercare’ service is coming to an end; and
- do a ‘satisfaction survey’ once the work is finished and let you know the results of the survey through a local newsletter.



How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street,
London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's Housing Centre

Shearsmith House, Hindmarsh Close, London
E1 8HP

E-mail: stgeorges@eastendhomes.net

Phone: 020 7481 4110

Fax: 020 7481 4082

Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,
London E1W 3EL

E-mail: glamis@eastendhomes.net

Phone: 020 7791 7947

Fax: 020 7791 7983

You can send us a text message to **07961 941584**

Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.