



Major Works Projects

Consultation and
Communication with residents

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Introduction

This leaflet has been produced to explain our procedure for consulting and communicating with residents when we undertake major works.

The leaflet outlines our commitment to consult with you and keep you informed, from initial project proposals to remedying any reported defects. This is in line with Hounslow Homes' Mission Statement, which is:

"To deliver excellent housing services and encourage the development of sustainable local communities."

Major Works process

The way in which we consult with you in relation to a project will depend upon its size and complexity, but may include residents' meetings, meetings with Tenant and Resident Associations, letters, newsletters and the use of the Internet.

We welcome your comments at each stage and will take them into account wherever possible. A named officer will be a point of contact for each project and will be available to provide you with updated information throughout its life.

Overall Programme of Works

We believe that it is essential that you are informed about major works affecting your block/estate.

We will:

- provide you with information about works planned on your estate or block over the next 5 years.
- provide you with more detailed information about the works we are proposing to carry out in the first year.
- provide outline information about possible works identified for estates or blocks in years 2-5 and the type of work that is being considered, e.g. roofing, heating or door entry. Such works will be dependent on factors such as funding, survey and approval.
- consult with you about our future plans.

The following table shows the programme that we work to when preparing for major works:

Timescale	Project Stage
November/ December	Proposed 5-year programme of works based on likely funding.
January/ February	Bid for approval and funding
April	Approved final programme

Throughout the process we will consult with Residents, Resident Associations, Hounslow Federation of Tenants' and Residents' Associations (HFTRA) Executive, the Hounslow Homes Board and the Council, as appropriate. We will also keep you informed of any major change to the programme that affects your block or estate throughout the year.

Multiple Projects

Sometimes it is necessary, or desirable, to combine projects. This is often because it is more cost effective to do it that way. It will also mean that Leaseholders receive details of the combined projects anticipated for their estate or block together, which will help them to plan for the costs involved.

Defining projects

In the early stages of project planning the work to be done has to be defined. In order to define the project, we will consult with you in writing about the proposals. We will:

- confirm with you that problems on your estate need to be addressed e.g. anti-social behaviour, security, parking or an ongoing maintenance problem and consult with you about the proposals to remedy the problem.

- Where you support the project, explain the type of work proposed, what choices are available to you, what the cost of the project is likely to be and the timescale.
- For large projects that are likely to be on site for six months or more, ask you how you wish to be kept updated, e.g. by meetings, letters or newsletters.

Your feedback will help us to complete the detailed design of the project and we will let you know how your views have been incorporated in the final project brief.

Pre-Contract Period

If the individual cost to any Leaseholder is likely to be more than £250 we will formally consult with all Leaseholders affected by the work in two stages, as required by Section 20 of the Landlord and Tenant Act 1985. The consultation process does not give lessees a right to stop work going ahead, but we will seriously consider any observations they raise.

If the outcome of Leaseholder consultation changes the project substantially to that previously advised we will communicate this to all residents concerned.

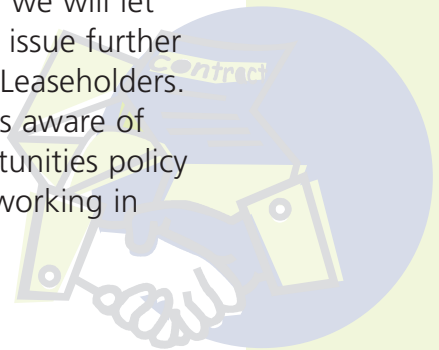
All residents will be advised of the name of the

selected contractor and the anticipated start and completion dates. The estimated recharge for their property will be confirmed to Leaseholders, who may also be surveyed to find out how satisfied they were with the consultation process.

Contract Period

The Contractor chosen to carry out the work will advise you of the actual start date and, depending on the size and scale of the project, will provide you with an information pack detailing the stages of the project, what disruption may be necessary, what health and safety precautions will be taken, the contact details for site personnel and an outline of the complaints procedure for the project. For longer lasting projects they will also distribute a regular newsletter with useful information on progress so far and what works are about to take place.

If there are any major changes to the scope of the project and/or completion date, we will let you know and, if necessary, we will issue further Section 20 Consultation Notices to Leaseholders. We will also ensure the contractor is aware of and committed to our Equal Opportunities policy and knows what is required when working in your home.



If you find that there are any problems with the work while it is in progress, please let us know by contacting our Customer Service Centre on 0800 085 6575. We will report the problem to the contractor and monitor the progress of any remedial works.

Post Contract

When we carry out major works, we are aiming to improve our housing stock and keep it well maintained. We are keen to know whether we have achieved this and to identify any opportunities for improvement. With this in mind we will:

- provide you with an opportunity to let us know how we performed
- work with resident bodies to promote continual improvement, taking their constructive feedback into account
- ensure all project defects reported to the Customer Service Centre are investigated and remedied as soon as possible

Following completion of the work we will issue Leaseholders with a bill for their share of the cost, with details of who to contact in case of query.

If you believe the work has not been done properly or if problems arise with the work within the first twelve months following completion of

the project, please let us know by contacting our Customer Service Centre on 0800 085 6575. We will investigate and report the problem to the contractor and monitor the progress of any remedial works.

If things go wrong

Although Hounslow Homes is committed to providing top quality services to our customers, if this has not happened we would welcome you letting us know by making a complaint.

If you are not getting the level of service we say we will provide, or if you do not agree with our policies or practices we want you to tell us about it so we can put it right, or explain why we did things the way that we did. It does not matter whether we, or our contractors or partners have provided the service, we need to know if something has gone wrong.

If you want to complain please contact the Complaints Officers at our Customer Service Centre. You can:

- Write to us at Hounslow Homes, Complaints Team, Customer Service Centre, Ashmead Road, Feltham, Middlesex TW14 9NN
- Phone us on Freephone 0800 085 6575. We also take and provide a call-back service for Minicom/Type text calls

- Email us at complaints.team@hounslowhomes.org.uk or contact us online at www.hounslowhomes.org.uk
- Fill in a complaints form, available at all of our reception areas, and give it to a member of staff or post it to the Customer Service Centre. If you need help a member of staff can fill it in for you.

We will acknowledge receipt of your complaint and let you know when you can expect a reply from the manager responsible for the service. This will normally be within two weeks of the date your complaint is received. If you are not happy with our response we will arrange for the matter to be independently investigated.

There is more information about our complaints procedure in our 'How to Complain' leaflet. Our complaints officers can send this to you, or you can pick up a copy from any of our reception areas.

Data Protection and Freedom of Information

We sometimes need to ask for personal information about you so that we can provide services to you. When we ask you for information

we will keep to the law, including the Data Protection Act 1998. For information on how to access the data we hold on you please see the Hounslow Homes data protection booklet "Accessing information about you", or write to:

Customer Services
St. Catherine's House
2 Hanworth Road
Feltham TW13 5AB

You also contact our Customer Services Officers on 020 8583 3726/7 if you would like to make a request for information under the Freedom of Information Act 2000, which gives you the right to access non-personal information held by Hounslow Homes.

For independent advice about data protection, privacy and data sharing issues, or about obtaining information under the Freedom of Information Act, you can contact:

The Information Commissioner
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF

Phone: 01625 545745

Fax: 01625 524510

Website: www.ico.gov.uk



Translations

This leaflet is about major works consultation and communication. If you need the leaflet in another language or format please call our translations service on 020 8583 2299, Minicom on 020 8583 3122, or one of the numbers listed below.

Albanian	Kjo fletushkë është lidhur me konsultën e punëve të mëdha dhe komunikimit. Nëse u nevojitet një fletushkë në Shqip ose ndonjë format tjetër telefono Shërbimin e Përkthimit në tel. 020 8583 2299, minikomi 020 8583 3122 ose në njërin nga numrat e poshtëshënuar.
Arabic	هذا المنشور بخصوص اتصالات واستشارات الاعمال الضخمة. اذا رغبت بالحصول على هذا المنشور باللغة العربية او بشكل اخر الرجاء الاتصال بخدمة الترجمة على 020 8583 2299، مينيكوم على 020 8583 3122، او على احدى الارقام المدرجة بالاسفل.
Farsi	این سند درباره مشاوره و مکاتبه در مورد کارهای عمده مانند (ترمیم و تعمیر سهولت ها) میباشد. اگر شما این سند را به زبان فارسی، بریل و یا شکل دیگری میخواهید لطفاً به شماره تيلفون 020 8583 2299 و یا شماره مینی کام 020 8583 3122 با خدمات ترجمه در تماس شوید.
Gujarati	આ પત્રિકામાં મહત્વના બાંધકામો વિષે સલાહ-મંત્રણા અને માહિતી આપવા વિષે જણાવે છે. જો તમને આ પત્રિકાની નકલ ગુજરાતીમાં કે બીજા કોઈ સ્વરૂપમાં જોઈતી હોય તો, મહેરબાની કરી અમારી ટ્રાન્સલેશન સર્વિસને ટેલિફોન કરો: 020 8583 2299, મિનિકોમને: 020 8583 3122 અથવા નીચે જણાવેલા નંબરોમાંથી કોઈપણ એકને.
Hindi	यह पत्रक मेजर वर्कस अथवा मुख्य कामों पर परामर्श और संचार के बारे में है। यदि आपको यह पत्रक हिन्दी में या अन्य किसी रूप/रूप में चाहिए तो कृपया हमारी ट्रांसलेशन सर्विस को 020 8583 2299 पर, मिनीकॉम द्वारा 020 8583 3122 पर या नीचे दिए किसी भी नंबर पर संपर्क करें।
Panjabi	ਇਹ ਲੀਫਲੈਟ ਮੁੱਖ ਕੰਮ ਲਈ ਸਲਾਹ-ਮਸ਼ਵਰੇ ਅਤੇ ਵਿਚਾਰ-ਵਟਾਂਦਰੇ ਬਾਰੇ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਦੀ ਕਾਪੀ ਪੰਜਾਬੀ 'ਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ 'ਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ 020 8583 2299 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਜਾਂ ਮਿੰਨੀਕਾਮ ਰਾਹੀਂ 020 8583 3122 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਹੇਠ ਦਿੱਤੇ ਕਿਸੇ ਇੱਕ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ।
Somali	Buug-yarahaan wuxu ku saabsan yahay shaqooyin muhim ah iyo adeeg , talosiin iyo iyo warglin . Haddii aad doonaysid Buug-yare ku qoran afka Soomaaliga, ama u qoran hab kale . Fadlan soo wac waxda turjumida 020 8583 2299, minicom 020 8583 3122, ama soo wac nambarada hoos ku qoran.
Urdu	یہ لیفٹ بڑے تعمیراتی کاموں کے بارے میں مشاورت اور دو طرفہ گفتگو کے متعلق ہے۔ اگر آپ یہ لیفٹ اردو زبان، بریل (ناپیدا افراد کیلئے) یا کسی اور زبان میں چاہتے ہیں، تو براہ کرم آپ ہمارے ٹرانسلیشن سروس کے نمبر 020 8583 2299، مینی کوم نمبر 020 8583 3122 یا نیچے دیئے گئے نمبروں میں سے کسی ایک پر رابطہ کریں

Hounslow Homes Ltd.

Registered Office: St. Catherine's House, 2 Hanworth Road, Feltham, Middlesex TW13 5AB

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