



Major Works

Service Standards for
leaseholders

Content

Introduction	3
Major Works process	3
Overall Programme of Works	4
Multiple Projects	6
Defining projects	6
Pre-Contract Period	8
Contract Period	9
Post Contract	11
Your feedback	11
If things go wrong	12
Data Protection and Freedom of Information	14

Introduction

This leaflet has been produced after consultation with Hounslow Federation of Tenants' and Residents' Associations (HFTRA) and with the Leaseholder Forum and sets out the standards of service that we aim to provide to our leaseholders when we undertake major works.

The leaflet outlines our pledge to you as a leaseholder about how we will consult you and keep you informed, from development of project proposals to the completion of the works. 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 key stages of our major works process and our commitments to leaseholders are described in this leaflet.

The way in which we consult with you in relation to a project will depend upon its size and complexity, and may include residents' meetings, meetings of the Leaseholder Forum, 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 it is essential that you are informed about major works affecting your block/estate. On an annual basis we will:

- provide you with information about works we hope to carry out to your block or estate over the next 5 years.
- provide you with more detailed information about the works we are proposing to carry out in the first year, including those where costs will subsequently be included within the annual service charge.
- 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. Works projects are dependent on a number of factors, including funding, survey results, and Hounslow Homes Board/Council approval and this can impact on whether works actually take place.
- consult with you about our future plans.

Major Works - Service Standards for Leaseholders

The following table shows the key steps in the development of our major works programme:

Timescale	Project Stage	Communication with
November/ December	Proposed 5-year programme of works based on likely funding.	<ul style="list-style-type: none"> • All residents via Hounslow Homes News • Written proposal and letter to all leaseholders. • HFTRA executive
January/ February	Bid for approval and funding	<ul style="list-style-type: none"> • Hounslow Homes Board and Council
April	Approved final programme	<ul style="list-style-type: none"> • All residents via Hounslow Homes News • Written confirmation of final programme and letter to affected residents
Ongoing throughout the year	At any major change to the programme	<ul style="list-style-type: none"> • Resident Associations • Residents • HFTRA executive, as appropriate.

Multiple Projects

Sometimes it is necessary, or desirable, to combine projects. This is often because it is more cost effective to do so. It will also mean that you receive details of all projects anticipated for your estate or block during the year together.

We will inform you in writing or arrange a meeting in order to:

- Provide you with information about our proposal to carry out a number of projects within the same year
- explain what is proposed for the estate, and invite your input on the planning and co-ordination of works
- share our opinion about the benefits of combining more than one project in the same year
- give you an indication of what the combined projects are likely to cost you.



Defining projects

Early in the project's development, we will write to you about the proposal, and:

- confirm with you, where appropriate, which problems on your estate need to be addressed e.g. anti-social behaviour, security, parking.

Major Works - Service Standards for Leaseholders

- explain the reasons for and benefits of carrying out the work, e.g. to rectify an ongoing maintenance problem, which may reduce maintenance or running costs, or to reduce anti-social behaviour or improve security on the estate.
- consult with you about the content of individual projects at your block or estate and what choices may be available, taking your views into consideration where possible
- let you know the approximate total cost of the works and the timescales as soon as we can
- for large scale projects we will ask you how you wish to be updated on the project, e.g. 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

Before we appoint a contractor, be it an existing partner or following a competitive tender, we must go through a formal consultation process with leaseholders, if the individual cost to any leaseholder is likely to be more than £250.

We often refer to this as Section 20 consultation, because the procedure is governed by Section 20 of the Landlord & Tenant Act 1985.

Section 20 consultation gives you information about the project -what we propose to do and why the works are needed - and invites your observations on the work that we plan to do.

You will be able to nominate a contractor to be invited to tender for the work if you wish to, unless the work is to be carried out by one of our partnering contractors or the value of the contract means that we must use public advertisements to find potential contractors.

After one or more contractors have given us estimates for the work you will be informed of the name of the selected contractor, the overall cost of the project, and our estimate of the costs that will apply to your property, and you will be invited to make observations.

Major Works - Service Standards for Leaseholders

Although we will not usually make any changes to the project at this stage, we will seriously consider any observations made by you and other leaseholders. We will:

- respond to all observations
- carry out further consultation if the scope of the project changes.
- let you know the final content of the project.
- let you know the contractor's details once the contract has been let and the anticipated start and completion dates.
- keep you informed throughout the pre-contract stage.

Contract Period

Details of the anticipated start date will be provided and, depending upon the type and size of the project, you will be provided with an information pack detailing the various 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. A newsletter with information on the progress of the project may also be issued at regular intervals during the works.

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. We will also:

- make sure contractors are aware of the implications of the project for leaseholders
- ensure the contractor is aware of and committed to our Equal Opportunities policy
- ensure contractors know what is required when working in your home (see Tenants Service Charter for details)
- provide you with information about the progress of the project or projects being carried out.

If you find that there are any problems with the work as it is being done, 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

Following completion of the work we will calculate your contribution towards its cost. If you have any queries about the calculation of your contribution or how to pay, you should contact

our Home Ownership Unit on the number given on the invoice.

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.

Your feedback

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:

- may ask you to comment on the consultation process, using a pre-works consultation survey
- will provide you with an opportunity to let us know how we performed by sending you a post works questionnaire
- will work with the Leaseholder Forum to promote continual improvement, taking your constructive feedback into account

- will ensure all project defects reported to the Customer Service Centre are investigated and remedied as soon as possible

If things go wrong

Although Hounslow Homes is committed to providing top quality services to our customers, we recognise that we sometimes get things wrong.

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 the service is provided by us, or by our contractors.

If you want to complain you need to contact one of our 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

Major Works - Service Standards for Leaseholders

- Email us at complaints.team@hounslowhomes.org.uk or contact us online at www.hounslowhomes.org.uk
- Fill in a complaints form, available from 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 assist you.

The complaints officers will acknowledge receipt of your complaint and let you know when you can expect a reply. This will normally be within two weeks of the date your complaint is received. If you are not happy with the reply you receive we will arrange for the matter to be independently investigated.

You can find 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 need personal information about you so that we can provide services for 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 may 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

Major Works - Service Standards for Leaseholders

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

Email: You can use the online enquiry form available from the Information Commissioner's Website:
www.ico.gov.uk

Translations

This leaflet is about major works service standards for leaseholders. If you need the leaflet in another language or format please call our translations service on 020 8583 2299, Minicom on 020 8583 3122.

Albanian	Kjo fletushkë është lidhur me standardet e punëve të mëdha për qiramarrës. 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 مستوى خدمة الأعمال الصيانة لإصحاب المالك. إذا رغبت بالحصول على المنشور باللغة العربية أو بشكل آخر الرجاء الاتصال على خدمة الترجمة 020 8583 2299، أو على المينيكوم على 020 8583 3122، أو اتصل على إحدى الأرقام المدرجة بالأسفل.
Farsi	این سند درباره معیار های خدمات مانند (ترمیم و تعمیر) سهولت های عبور برای اجاره داران میباشد. اگر شما این سند را به زبان فارسی، بریل و یا شکل دیگری میخواهید لطفاً شماره تلفن 020 8583 2299 را با شماره مینی کام 020 8583 3122 با خدمات ترجمه در تماس شوید.
Gujarati	આ પર્લિયામાં શીઝાડીસરે અરે અડાપના અપિયસરેની સેવાઓ પાસરે વિષે જાણુને છે. જો તમને આ પર્લિયાની નવજી ગુજરાતીમાં કે અન્ય કોઈ સ્વરૂપમાં જોઈતી વાત ના, અરજીની કરી અમારી ટ્રાન્સલેશન સર્વિસને કોલ્કોન નંબર: 020 8583 2299, મિનિકોમ: 020 8583 3122 અથવા નીચે જણાવેલા નંબરોમાંથી કોલ્કોન કરો.
Hindi	यह पत्रक मीटिंग्स/नदरों के लिए मीटर वर्क/अथवा मुख्य कामों को सेवा के मानक के बारे में है। यदि आपको यह पत्रक सिन्धी में या अन्य किसी भाषा/क 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	ਮੇਰੇ ਕੰਮ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੇ ਸਿਧਾਂਤ ਬਾਰੇ ਇਹ ਜੀਵੀਐਟ ਜੀਮਰੋਲਕਫਾ ਲਈ ਹੈ। ਮੇਰੇ ਕਾਰਜਾਂ ਵਿੱਚ ਜੀਵੀਐਟ ਦੀ ਵਧੀ ਪੰਜਾਬੀ 'ਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ 'ਚ ਬਾਧੀਲੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ 020 8583 2299 'ਤੇ ਫੋਨ ਕਰਕੇ ਜਾਂ ਮਿਨੀਕਾਮ ਵਾਲੀ 020 8583 3122 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਹੇਠ ਦਿੱਤੇ ਕਿਸੇ ਇੱਕ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ।
Somali	Buu-yarahaan wuxu ku saabsan yahay shaqooyin muhim ah iyo adeeg tayo leh oo loo fidinaayo dadka degan. Haddii aad doonaysid buug -yarahaan oo ku qoran afka Soomaaliga, ama u qoran hab kale, faadlan soo waxaada turjumida 020 8583 2299, minicom 020 8583 3122, ama nambarrada hoos ku qoran
Urdu	وینڈیا کے متعلق کامیوں کے اسٹانڈرڈ سروس کیلئے (تعمیر و ترمیم) سہولتوں کے بارے میں ہے۔ اگر آپ کو اس پمفلٹ کی اردو یا کسی اور زبان میں کاپی چاہیے تو براہ کرم براہ کرم 020 8583 2299 پر، مینی کام پر 020 8583 3122 پر یا نیچے دیئے گئے کسی ایک نمبر پر رابطہ کریں۔