

30 Point Constructor / Customer Agreement

Background

Customer care is central to the delivery of the improvement works to meet the Wakefield Standard. With the work planned there will be disruption to your daily routine. Contracts exist with our Constructor Partners to always ensure courtesy and consideration during the work to help minimise this disruption. You also should show the same courtesy and consideration. The contractors carrying out the works know that customer care is a high priority for Wakefield and District Housing (WDH). Our 30 point customer care standard below shows what is expected of contractors, their employees and our tenants.

Procedure

Before works start

1. A choice event will be held to discuss the scope of works, gain tenant choices, provide information about customer care and issue the choice event information pack.
2. We will consider local and personal queries through information sessions, which may be set up for each estate.
3. You will receive a letter 21 days before the proposed start of the works from the constructor. This letter will introduce the Resident Liaison Officer as a contact for the tenant and confirm a likely start date of the works.
4. Two weeks before the proposed start date you will receive a visit from the Resident Liaison Officer who will explain the works to be carried out and tell you how to prepare for the works.
5. One week before the proposed start date you will receive a letter from the constructor confirming the start date. A WDH officer will visit you to confirm whether you are eligible for the Decoration Service following the works. They will also check that you have received all the information from the Constructor at the right times and check that you understand and are at ease with all the proposals.
6. The Resident Liaison Officer will visit you at least three days before the start date to make sure everything is in place to allow the works to begin on the agreed start date.
7. We will consider any specific needs that you may have before starting works.
8. The Constructor will arrange for the storage of appliances and furniture if necessary. Dustsheets and packing-boxes will also be given to you at this visit.

During the works

9. The Constructor will always use clean dustsheets to protect floor coverings and furniture. Extra dustsheets are available to during the works.
10. The Constructor will ensure that work is carried out in a clean and acceptable manner and will clear away debris regularly and at the end of every working day.
11. The Constructor will make sure that all services are available at the end of each day and that temporary heating, cooking, washing and toilet facilities are always available.
12. There will be noise during the works and the Constructor will be as considerate as possible. Constructors have a 'no radio policy' in your home.
13. If help is needed moving heavy appliances and furniture the Constructor will help where necessary with your permission.
14. All tenants will have use of the comfort home, which provides temporary facilities away from the noise and disturbance during the day.
15. All employees working in your home will carry a photo identification card and show it to you when visiting.
16. The Constructor and tenants should be respectful, polite and friendly always.
17. All employees will be sensitive to other people's lifestyles, religious beliefs and ethnic origins.
18. All vehicles will be parked in a safe and correct manner.
19. While work is being carried out in the property, a 'no smoking' policy should be followed by everyone present in the home.
20. Constructors will not use your gas, electricity, phone, tools or equipment without permission.
21. Your toilet facilities are not to be used by the Constructor employees unless granted permission.
22. All appointments will be met and you will always be informed of progress. It is important that you keep to appointment times, otherwise there will be delays by the constructor in completing works.
23. You will be informed at least a day in advance if possible if appointments cannot be met. You will also need to tell the constructor of changes.
24. WDH will provide an emergency out of hours service for evenings, weekends and holidays. The contact number is 0845 8 507 507.

After the works are complete

25. The Constructor will keep your home as tidy and clean as possible.
26. On completion the Constructor will ask you to sign to say that you are satisfied with works to your home, that all the works are completed and ask you to complete a tenant satisfaction questionnaire.
27. The Constructor will provide you with a handover pack explaining how your new fixtures work and what to do if anything goes wrong.
28. The Constructor will correct any minor faults you identify to us within three working days.
29. The Constructor will contact you after 12 months to ensure that everything is working satisfactory.
30. WDH welcomes feedback on how we can improve the way we delivered the works to your home.