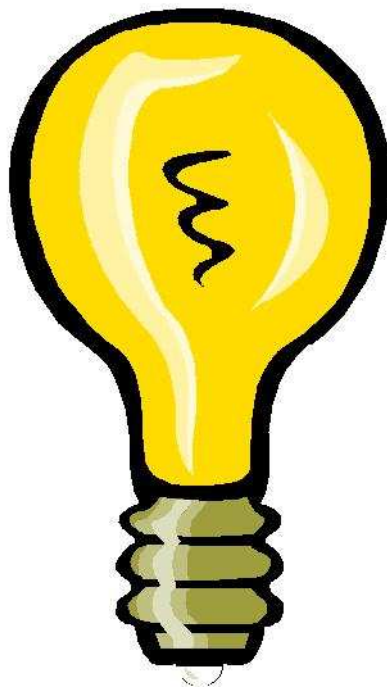


CUSTOMER PROMISE
FOR
REWIRING OF ELECTRICAL
INSTALLATIONS



YOUR CUSTOMER PROMISE FOR REWIRING OF ELECTRICAL INSTALLATION

We want to ensure that your electrical installation is safe and complies with all current legislation. That is why we periodically test your electrical installation every 10 years and if necessary rewire it.

We have worked closely with customers to make sure that what we do matches your own high standards. We have improved the way we carry out the work and customer satisfaction has risen. The details of what we will do and how we will do it are set out in this Customer Promise.

WE PROMISE:

- To use only reputable contractors and skilled staff.
- To keep disruption to a minimum.
- To complete work quickly.
- To always let you know what is going on.
- To put problems right quickly.
- To consult with you whenever possible.

WHAT IS A CUSTOMER PROMISE?

Work is about to start on your home and so this document lets you know what to expect both in the extent and quality of work.

WHAT WORK IS INCLUDED?

The following work will be done as part of the electrical rewire programme:

- The disconnection and removal of all obsolete wiring.
- Replacement/installation of consumer board, light fittings*, smoke detectors, power sockets, shaver point, extractor fan(s) and all electrical wiring. (* ceiling rose and pendant only.)
- We will then carry out all making good works as a result of the electrical rewire. However full redecoration of your property is not included within the works.

WHO WILL DO THE WORK?

A contractor employed by Soha will do the work. The company who has won the contract to rewire the electrical installations in your area is responsible for all aspects of the work including surveying your home before commencing and carrying out the making good works upon completion. We take great care to make sure that the contractor can achieve the quality standards you expect and we only ever deal with reputable companies.

The letter attached to this document tells you the name of the company who will be carrying out the work in your area and gives you the names and phone numbers of who to contact. The contractor will have a Contract Manager who is responsible for every stage of the work and for keeping you informed as the work progresses.

You should also make sure that anyone working on your home is who they say they are. If you have not seen them before ask to see their identity card. Phone Soha's Projects Surveyor (mentioned below) if you need to check their identity.

WHO SUPERVISES THE CONTRACTOR?

A Soha Housing Surveyor is responsible for overseeing the works. The letter enclosed with this Contract tells you the name and telephone number of Soha's Surveyor. Please get in touch with them if you have any queries or complaints.

WHAT HAPPENS FIRST?

The attached letter to the Contract tells you when the work in your area will begin and when it will be completed. Rewiring of Electrical installations will be carried out some time during these dates.

HOW LONG WILL IT TAKE TO COMPLETE THE REWIRING

The work generally takes 5- 10 working days (depending on the size of your home), however we will complete the work as quickly as we can. The contractor will try to fit in with your plans and will give you advance warning of when the work will be done.

Sometimes another customer in your area has not been able to stay in as arranged on a particular day so the contractor may ask if they can carry out some work without prior warning. If this is convenient to you it would be appreciated.

WHAT ABOUT THE DISTURBANCE AND DISRUPTION?

There will be some disturbances and disruption and we apologise for that in advance. However, we will keep this to a minimum and the workers will treat you and your home with respect. They will also clear up any mess they make as soon as they can and certainly at the end of each day. All necessary making good works will be carried out as part of the works, but full redecoration is not included. They will not play radios that may annoy you.

As part of our health and safety policy all contractors will carry out all works in a safe and careful manner. Please assist the contractor with this by keeping the area of work clear and tidy and try to keep children away from this area.

WHAT IF THERE ARE DELAYS?

If delays occur, the contractor will tell you what the problem is and when the work will restart.

WHAT HAPPENS WHEN THE WORK IS FINISHED?

When the work to your home is complete the contractor will check it before asking our Projects Surveyor to inspect and approve the work. Feel free to highlight anything you are not happy with. If the Surveyor finds items that need attention the contractor will put these right as soon as possible. Final payment will not be made to the contractor until the Surveyor is satisfied that all the work is finished.

HOW LONG WILL THE NEW ELECTRICAL INSTALLATION LAST?

Soha staff have worked hard over the last few years to improve the standard of workmanship, using high performance and reliable Products. We will aim to ensure that the new circuits, power sockets, light fittings etc. last at least ten years until the next periodical electrical inspection is due.

HOW WILL I KNOW THAT SOHA IS ACHIEVING WHAT IT PROMISES?

We will check ourselves and we will ask you. While the work is going on your Surveyor will be checking a number of homes in your area. When the job is finished we will leave a short Customer Satisfaction Form at your home asking for your comments. It is important that we have your comments. Please send the FREEPOST Customer Satisfaction Form back to us.

HOW MUCH DOES IT COST?

There is no extra charge for rewiring your home. The cost of this work is reflected in your rent. We will make sure you get value for money and we will not forget that it is your money we are spending. We choose contractors who offer a competitive price for high quality service and we work hard to minimise unnecessary expenditure on rewiring when repairs will do.

WHAT IF THERE IS A PROBLEM?

Tell the contractor straight away. Talk to the person doing the work or ring the Contract Manager, the number is in the letter attached. They will sort out any problem as soon as possible or whenever is convenient to you. If they fail to sort out the problem, or you have trouble contacting them, or you would prefer to talk direct to Soha contact the Projects Surveyor who is looking after the contract. Again, their name is in the letter and you can contact them by ringing the number listed.

STILL UNHAPPY?

If you are unhappy with any aspect of the service or the quality of the work you can contact the relevant Surveyor at Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

If you are still unhappy you should contact The Asset Manager at Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

Any further complaint should be submitted in writing to Complaints Co-Ordinator, Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

MAKING CONTACT

Royal Scot House
99 Station Road
Didcot
Oxon
OX11 7NN

Telephone Number: 01235 515900

Fax Number 01235 515945

If you would like this information on tape, or translated into another language please contact Soha Housing on 01235 515900.

If you would like this information on tape or translated in another language please contact Soha Housing on 01235 515900.

In Albanian

Për informata të tjera, ju lutemi kontaktoni me Soha Housing në numrin **01235 515900**

In Bengali

যদি আপনি আরও তথ্য চান, তাহলে অনুগ্রহ করে **01235 515900** নম্বরে সোহা হাউসিং এর সঙ্গে যোগাযোগ করুন

In Chinese

欲需詳情，請與 Soha Housing（蘇哈房屋協會）聯絡。電話：**01235 515900**

In Hindi

यदि आपको अधिक जानकारी की आवश्यकता हो तो कृपया सोहा हाउसिंग से **01235 515900** पर सम्पर्क करें

In Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **01235 515900** 'ਤੇ ਸੋਹਾ ਹਾਊਸਿੰਗ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

In Polish

Więcej informacji można uzyskać dzwoniąc do Soha Housing pod numer telefonu **01235 515900**

In Urdu

01235 515900 پر رابطہ کریں اگر آپ کو مزید معلومات کی ضرورت ہو تو برائے مہربانی سوہا ہاؤسنگ سے



Available in audio, large print, braille and other languages. Please ring 01235 515900