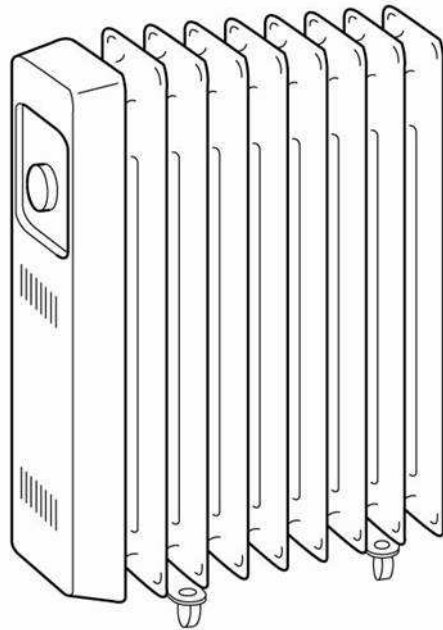


CUSTOMER PROMISE  
FOR  
REPLACEMENT AND NEW CENTRAL  
HEATING



## **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.

## **YOUR CUSTOMER PROMISE FOR REPLACEMENT/NEW CENTRAL HEATING**

We want to make sure that you have full central heating. That is why we replace and upgrade all central heating systems every 15 - 20 years. We have worked closely with customers to make sure that what we do matches your own high standards. The details of what we will do and how we will do it are set out in this Customer Promise.

### **WE PROMISE:**

- To provide full central heating to your home.
- To use only reputable contractors and skilled staff.
- To keep disruption to a minimum.
- To complete work as quickly as possible.
- To let you know what is going on at regular intervals.
- To put problems right quickly.
- To consult you whenever possible.

### **WHAT WORK IS INCLUDED?**

The following work will be done as part of the replacement/new heating programme:

- Replacement of existing boiler, cylinder, water tank, radiators and pipework.
- We will then carry out all making good works as a result of the heating installation. However full redecoration of your property is not included within the works.

The exact details of the installation will depend on the type and size of your property.

### **WHO WILL DO THE WORK?**

A contractor employed by Soha. The company who has won the Contract is responsible for all aspects of the work including the initial inspection of your home before the installation work as well as carrying out the making good works. 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 together with the Contractor's name and telephone number. 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.

### **WHO SUPERVISES THE CONTRACTOR?**

A Soha housing Surveyor is responsible for overseeing the works. The letter enclosed with this document 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 tells you when the work in your area will begin and when it will be completed. Central heating will be installed at some time during these dates.

### **HOW LONG WILL IT TAKE TO COMPLETE THE CENTRAL HEATING INSTALLATION?**

The work generally takes 5 working days. The contractor will try to fit in with your plans and we will give you advance warning of when the work will be done.

### **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 at the end of each day. All necessary finishing off 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 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?**

The contractor will initially check the works before asking our Projects Surveyor to carry out an inspection. Please 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 HEATING INSTALLATION LAST?**

We will aim to ensure that the new heating installation will last right through to the next replacement, normally approximately 20 years.

Soha has worked hard over the last few years to improve the standard of workmanship, using high performance and reliable Products. We are always researching different Products and manufacturers to ensure that we install the best.

### **HOW WILL I KNOW THAT SOHA IS ACHIEVING WHAT IT PROMISED?**

We will check the work and we will ask you. Whilst 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. Please send the FREEPOST Customer Satisfaction Form back to us.

### **HOW MUCH DOES IT COST?**

There is no extra charge for installing replacement central heating in your home – your normal rent covers this cost. We choose contractors who offer a competitive price for high quality heating systems and we work hard to minimise unnecessary expenditure.

### **WHAT IF THERE IS A PROBLEM?**

Tell the contractor straight away. Talk to the person doing the work or ring the Contracts Manager, the number is in the letter attached. They will sort out any problem as soon as possible. If they fail to sort out the problem, or you would prefer to talk direct to Soha contact the Project Surveyor who is looking after the work. Please report all other repairs concerning your home to the Customer Services Department in the usual way.

### **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

Soha Housing Ltd  
Royal Scott Road  
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 رابطو کریں اگر آ کو مزید معلومات کی ضرورت ہو تو برائے مہربانی سوہا ہاؤسنگ سے

