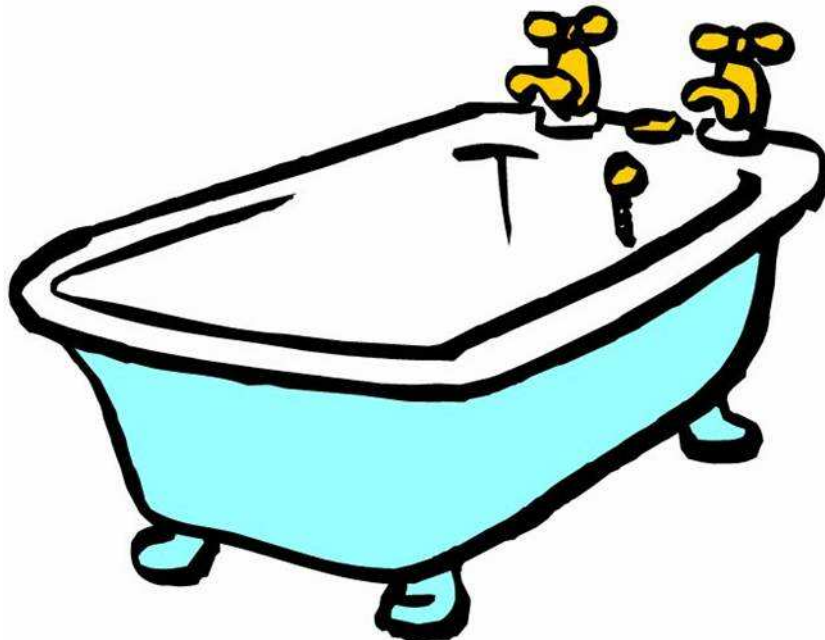


CUSTOMER PROMISE  
FOR  
BATHROOM REPLACEMENT



## **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 BATHROOM REPLACEMENT**

We want to make sure that your home is well looked after. That is why we update your bathroom. 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 upgrade your bathroom to the latest modern standards.
- 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 with you whenever possible.

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

The following work will be done as part of the bathroom refurbishment programme:

- Replacement of baths, basins and toilets where necessary. Installation of electric showers and extract fans. Wall tiling around bath and behind basin.
- We will then paint all walls, ceilings wood and ironwork and lay new vinyl sheet flooring.

### **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. 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 contact names and telephone numbers. 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. Your bathroom will be upgraded at some time during these dates.

## **HOW LONG WILL IT TAKE TO COMPLETE THE BATHROOM?**

We will complete the work as quickly as we can, which is usually not more than seven 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. They will also respect your garden and will take care with plants, flowerpots and other things. 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?**

Obviously, unforeseen delays can occur for reasons outside our control (i.e. non-delivering of materials, sickness of contractors, breakdowns etc). The contractor will always tell you when work will re-start and the reasons for any delay.

## **WHAT WILL THE COLOURS BE?**

You will have a choice of four pastel colours for walls. Wood and ironwork will be painted white and wall tiles will be white, plus up to 10% of intermingled colours, if wanted.

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

We will check the work 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 questionnaire 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 fitting a new bathroom in your home – your normal rent covers this cost. We choose contractors who offer a competitive price for high quality work 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, Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

Any further complaint should be submitted in writing to Complaints Co-ordinator at 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 in 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



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