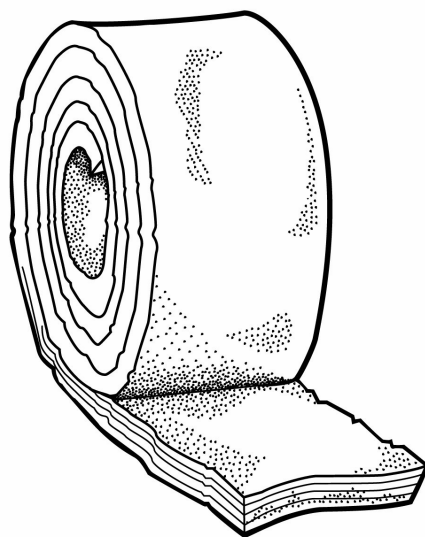


Customer Promise

for

**Cavity Wall & Loft
Insulation**



If work is about to start on your home this leaflet will tell you what to expect.

Your customer promise for cavity wall and loft insulation

We want to make sure that your home is well insulated. That is why we are carrying out a cavity wall & loft insulation programme.

We work closely with our tenants to find out what they want. Working with tenant groups, we have developed a customer promise to deliver these high standards.

We promise:

- To install cavity wall and loft insulation to your home.
- To use 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 cavity wall and loft insulation programme:

- Install cavity wall insulation.
- Upgrade loft insulation.
- Replace pipe insulation, cold water tank and feed and expansion tank insulation jackets.

Who will do the work?

A contractor employed by Soha will do the work. The contractor is responsible for all aspects of the work. 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 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 work being done. Please get in touch with them if you have any queries or complaints.

What happens first?

We will write to tell you when the work in your area will begin and when it will be completed. Your home will be insulated at some time during these dates.

How long will it take to complete the insulation works?

We will complete the work as quickly as we can. 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 disturbance 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.

In order to carry out the loft insulation work the contractor will require a clear loft space. If clearing the loft space is a problem then please contact the Project Surveyor.

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 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 is promises?

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 questionnaire back to us.

How much does it cost?

There is no extra charge for cavity wall and loft insulation measures to your home – your normal rent covers this cost. We choose contractors who offer a competitive price for high quality insulation 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. 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 a Planned Maintenance Surveyor at Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

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

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

Contact Details

Address

Royal Scot House
99 Station Road
Didcot
Oxon
OX11 7NN

Phone: 01235 515 900

Fax: 01235 515 945

Email: housing@soha.co.uk

Website: www.soha.co.uk