Service standard - redecoration to external and communal areas

Information for leaseholders & shared owners

www.soha.co.uk
Why is this work needed?
Soha has a duty as landlord to keep your building in good repair and condition. This does not just mean carrying out day-to-day repairs as they arise, but also carrying out planned maintenance at the correct time.

Painting the external and communal areas is normally carried out every five years. This helps protect the building and reduces the number of unplanned repairs that may be needed.

What work will be included?
- Repairs to woodwork before it is painted or stained. This includes communal entrance doors, brick-built shed doors, external cupboard doors, bin stores, timber windows, gates, eaves and painted wooden panels.
- Painting or staining all external woodwork as well as gutters and pipes that are not PVCu (rigid plastic).
- Redecorating walls, ceilings and woodwork in communal areas.

Who will do the work?
A contractor employed by Soha Housing. The contractor is responsible for all aspects of the work including the repairs and painting. We take great care to make sure that the contractor can achieve the quality standards you expect and we only ever deal with reputable painting companies.

The letter enclosed with this leaflet tells you the name of the contractor together with contact names and telephone numbers. They will have a Contract Manager who will be your first point of contact once the works start. The Contract Manager 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 and
if you have any concerns, call the Soha surveyor.

**Who supervises the contractor?**
A Soha Housing surveyor is responsible for overseeing the works. The letter enclosed with this leaflet tells you their name and telephone number. Please get in touch with them if you have any queries or complaints about the redecoration of the external and communal areas.

**What happens first?**
The letter with this leaflet tells you when the work in your area will begin and when it’s due to be completed. The work on your building will happen at some time during these dates.

**How long will the work take?**
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 disturbance and disruption?**
We’re sorry that some disturbance and disruption is unavoidable. We will keep this to a minimum and the workers will treat you and your home with respect. They will clear up any mess they make at the end of each day, respect your garden and will take care with plants, flowerpots and other things. They have been asked not to play radios that may annoy you.

As part of our health and safety policy, the contractors will carry out their work in a safe and careful manner. Please assist the contractor by keeping the area of work clear and tidy and trying to keep children away from it.

**What if there are delays?**
The weather plays a big part in external work and painting or carrying out woodwork repairs in the rain reduces the quality of the work done. Delays may happen if it rains when contractors
are working on your home, but the contractor will use the time to do any work possible that is under cover.

**What will the colours be?**
We will paint fascias, soffits, gutters, outside pipes and paint metal work in existing colours. Communal areas will also be painted in existing colours.

We will paint previously painted windows white. If you have windows that had a stain applied when they were installed they will usually be re-stained. We will stain previously stained timber fences and gates with a matching stain.

**What happens when the work is finished?**
The contractor will inspect the works once they are complete.

As you can imagine, a large number of properties are redecorated every year and so our surveyor inspects only a proportion of completed works. We may not intend to visit your home but can do if you want to show us anything you are not happy with.

If we find items that need attention the contractor will put these right as soon as possible. We will not pay the contractor until our surveyor is satisfied that all the work is finished.

If the painters have missed something this is usually because repair works are required before painting. They should return within ten working days to complete the works or let you know if there will be a delay. Please contact Soha’s surveyor if there is a problem.

**How long will the paint finish last?**
The paintwork should last until the next time your home is due to be painted, which is normally every five years.

Soha has worked hard over the last few years to improve the standard of workmanship of repairs and painting, using the most durable, high performance products available. We test
different paint systems and manufacturers’ claims.

**How will I know that Soha is achieving what it has promised?**

We will check the work and we will ask you. While the work is going on, our surveyor will be checking a number of homes in your area.

When the job is finished we will send you a short Customer Satisfaction Form asking for your comments. Please send it back to us at FREEPOST SOHA HOUSING.

**How much does it cost?**

Your share of the cost will be included in the annual service charge. If the cost was not detailed on your most recent service charge account, we will write and tell you the cost and it will appear on your next annual service charge account. Contractors are selected through a tender process taking into account quality and value for money.

**What if there is a problem?**

Tell the contractor straight away. Talk to the person doing the work or ring the Contracts Manager whose 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 surveyor at Soha who is looking after the work. Please report all other repairs concerning your home to our customer services team online, by email or telephone.

**Unhappy with the contractors’ response?**

If you are unhappy with any aspect of the service or the quality of the work, please contact the Planned Maintenance department and we will try to resolve your problem.

If you are still unhappy, we have a complaints process
which we will be happy to take you through. You can make a complaint online, by email, in writing, in person or over the phone.
We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

Polish
Dołożyzymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożyzymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

Portuguese
Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

Italian
Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampe a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

Turkish

Bengali
যদি সহায়ক হয় তাহলে আমরা একটি ভিজ্যাম বিভাগীয় অনুবাদ পরিবর্তে দেওয়ার জন্য বিশাল চেষ্টা করব। এর অস্তিত্বের হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুবাদ দেওয়ার পরিবর্তে দেই প্রকাশনার বিশ্বব্যাপী সম্পর্কে আপনার সঙ্গে কথা কথার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষের জন্য অনর্ধে অতিও সংক্ষেপ দেওয়ার জন্য আমরা ব্যাপক চেষ্টা করি। অনুরূপ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।

**Soha Housing**

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