

Working Together in Partnership



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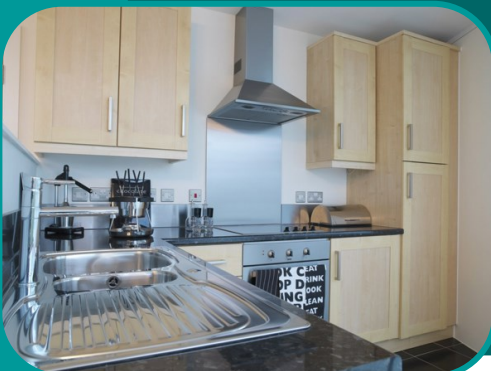


Resident Information Booklet

Any queries?

Call Wates Living Space on:

0800 066 5909



Contact Details

Wates Freephone Number: **0800-066-5909**

Wates Office Number: **01375-851-150**

Thurrock Council Transforming Homes Contact Number: **01375 366103**

Wates Living Space Office
Chadwell Housing Office
Linford Road
Chadwell
St Mary Essex
RM16 4JY



**Wates Emergency Out of Hours
service call:**



07831-938-106

**Thurrock Housing Repairs
call:**



0800 074 0169

**Gas Leak (24hrs) Please call
immediately TRANSCO on**



0800-111-999

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Wates
LIVING SPACE



About Your Contractor

Wates is a family owned business that has been working at the heart of communities like yours for over 118 years. One of our core values is respect for people and communities and we understand that this community is your home. We are committed to making the work we do cause as little disruption as possible while achieving a great outcome for you under the Transforming Homes programme, with resident care being at the very heart of our business.

Introduction

Wates Living Space is delighted to be working in partnership with Thurrock Council to provide the home improvement works to your home under the Transforming Homes Programme.

You will be able to discuss these works with one of our Resident Liaison Officers (RLO).



Resident Liaison Officer (RLO)

Your Resident Liaison Officer (RLO) understands that every resident is an individual, with their own requirements. They are your link to our workers, making sure that we communicate well, meet your needs and answer your questions and worries.

Your RLO will contact you prior to the works starting. The RLO and Site Manager's contact details will be given to you on the opening day.

Wates Freephone Number:
0800-066-5909

Wates Office Number:
01375-851-150



Essential Information



- ⇒ Our hours of work are 8.00am–5.00pm
Monday to Friday
- ⇒ The exact amount of work that will be carried out in your home will be discussed with you individually before the works will start.
- ⇒ Works will generally take approximately **4 weeks** to complete. **The length of time may be extended depending on additional works eg: damp works, boiler replacement works, etc.**
- ⇒ There will be few days where no works will take place ie plastering drying time etc or only half days or few hours where works will be undertaken ie tiling, latexing etc.
- ⇒ The Wates RLO will call you in the morning if you are having works done in the afternoon otherwise expect workmen in. If you wish to know what works will take place on the day please contact your RLO or Wates Site Office in the morning of that day.
- ⇒ The work area will be cleared at the end of every working day and inspected.
- ⇒ Your kitchen appliances such as cooker, the water supply and heating, may be disconnected during the working day but we will reconnect them at the end of the day. The works will run more smoothly if we all keep to our agreed start dates and appointments.
- ⇒ You **MUST** tell the RLO if you cannot allow us in to your home on any particular day. **This is an important request.**
- ⇒ If you cannot be at home but have arranged for someone else to be there when work is going on , please leave their contact details with your RLO.
- ⇒ Our workers will try to keep disruption to a minimum. In order to achieve a quality standard of work and a satisfactory result, we will require your support and cooperation around your home during working hours.

Risk Management

Before we undertake any work to your home Wates Living Space or Thurrock Council will do a risk assessment to find out whether hazardous materials could be disturbed during your planned works.

Any hazardous materials identified in the area that we are working in, will be dealt with according to current regulations.

Noise and Dust

We always try to keep noise and dust to a minimum. All our workers will use sheeting appropriate for the work they are carrying out to your home.



Site Cleanliness

At the end of each working day, your home will be left clean and safe. No tools, materials or worker's possessions will be left around your home overnight. We will also ensure all your services are connected at the end of each working day.



Gas and Electricity

Our workers may have to turn off your electricity and/ or gas in order to carry out certain specific works to your home. You **MUST NOT** turn any of these back on as this may cause serious injury to yourself and/or our operatives. The workers will turn them back on for you as soon as it is safe to do so.

Remember

Check you Smoke Detectors regularly

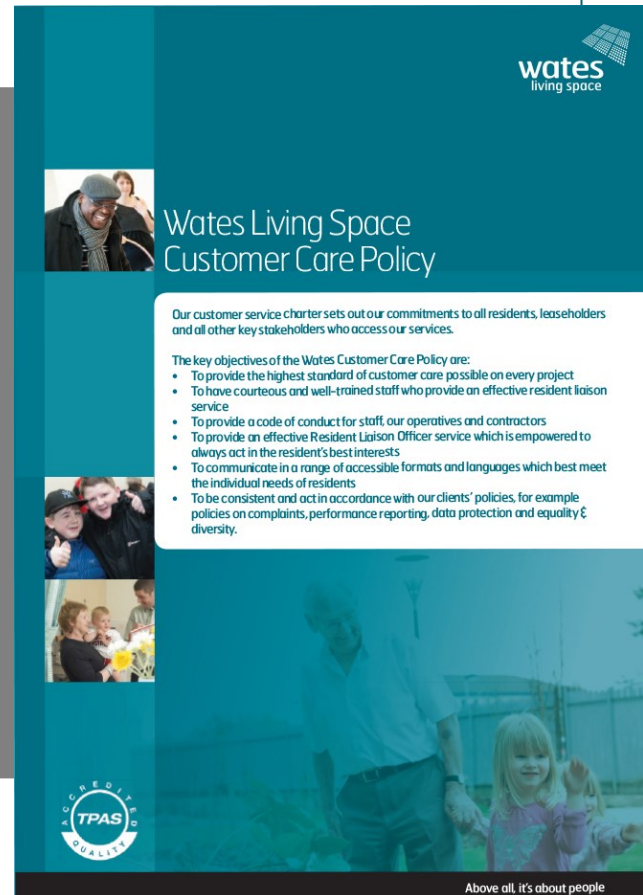


Our Commitment to Customer Care

Wates Living Space has many years' experience of carrying out repairs to residents' homes and fully understands how this affects residents and the disruption this can cause. We aim to reduce inconvenience to residents by adopting the following principles:

Key Principles

- To maintain effective communication
- To be fair and reasonable at all times
- To always deal honestly and openly with residents
- To offer a high standard of service and professionalism
- To be consistent in providing a quality service
- We will return your call within one working day.



Special Requirement's

Your RLO and Thurrock Council will make sure that if you have any special requirements we will take them into account. Examples of special requirements OR circumstances could be:

- People who require assistance with reading
- Night shift workers
- People with disabilities
- Young people
- People whose first language is not English
- Religious festivals
- Pets

If you have special requirements or particular circumstances which you think we need to know about, please tell your Resident Liaison Officer.

Explanation of Works – Survey Process

After Thurrock Council has identified that there are works required to your home, an initial introduction letter will be sent to every resident requesting that you contact us in order to arrange a survey appointment.

Our RLO, the kitchen designer, an electrical and asbestos surveyor will arrange to visit you to carry out a survey and design. They will discuss the design of your kitchen and choices etc.

- During your survey / design visit we will discuss the improvements needed to your home and provide you with the Survey Booklet.
- We will at this stage offer you a range of colour choices for the kitchen and bathroom.
- Once you have agreed your choices there is a seven day cooling off period. After that time you cannot change your mind, as the kitchens are manufactured to order.



Explanation of Works — Notification Process

Notification Letter and visit will be carried out on the run up to the start date of your works.

14 day Letter:

14 days before your works start

7 day Pre opening visit:

7 days before your works start

If you have any queries please contact your Resident Liaison Officer.

Security

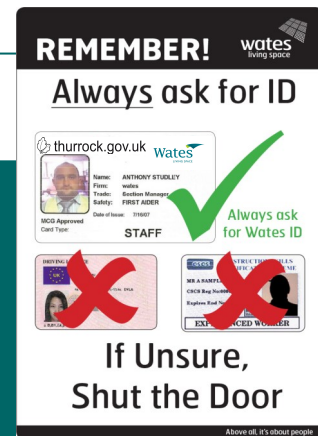
We will provide all residents with the contact numbers of the RLO team. You are encouraged to call your RLO prior to allowing workers inside your home if you are not comfortable with the worker's identification.

In the event you suspect a bogus caller you must report it straight away to your RLO team or Thurrock Council immediately, so that the relevant authorities can be informed.

Residents can contact their RLO prior to work and request password access. This system issues both resident and worker with a unique password. This password is set up to be valid during our work only.

Remember in the interest of your safety **ONLY ALLOW ENTRY TO STAFF CARRYING Wates Living Space identity badges or Thurrock Council identification.**

If you are unsure, please contact us on: **0800-066-5909** or **01375-851-150**



Checklist

- Any furniture that needs to be moved must be emptied and items are to be stored outside the working area. If you need assistance with this please let us know.
- Please make sure that the working area is clean and clear of any obstructions.
- Personal fragile belongings must be packed away to avoid damage.
- Please move any appliances before work starts. If you are not able to do this yourself, our workers will move the goods under your supervision, however we cannot be held responsible if any damages will occur.



Please note: All appliances are your responsibility.

- If you have a fridge freezer, try to keep contents to a minimum, as works may affect the electrical supply.
- Ensure young children and pets are away from the work area.
- Move furniture, valuables, delicate ornaments and personal belongings away from the work area to prevent any risk of damage.
- Please keep to the agreed access times and appointments.
- Resident's fittings – any personal items, such as light fittings, pictures, shelving and cabinets will not be reinstated.
- Rewire – making good – ask your Resident Liaison officer (RLO) about this.
- Non Access missed appointments. If you do not allow us in or if you miss appointments without telling us, the work to your home may be delayed. If you are unable to keep the appointment please contact us urgently as we may be able to re-arrange.

! Children under 18

An adult must be present while works are taking place and young children must not be left on their own in the property.

Resident Responsibilities

- Please allow us access as requested to enable us to complete the work to your home.
- Please give us at least 24 hours' notice if you have to cancel an appointment. Failure to do this could result in a delay in the works for you.
- Please ensure that all adults, children & pets are kept away from the work area for all of your own safety and allow us to work efficiently.
- Please treat Wates Living Space staff & contractors with respect and consideration.
- Please do not leave children under 18 alone in your home while we are working, our staff will not carry out the works where children are unaccompanied.
- Please let us know immediately if you have any special requirements that may be affected by the work.

Compliments, Comments or Complaints

If you have a compliment, comment or complaint you should first of all speak with your Resident Liaison Officer. They will try to help you sort out any problems you may have.

If you are not happy with the outcome you can escalate this in accordance with Wates Complaints Policy. This can be provided by your RLO on request or alternatively contact:

Email address: complaints.LS@wates.co.uk



Resident Charter

Wates Living Space promise to you

- We will respect different cultures and religious beliefs, valuing the diversity of the community we serve.
- Our staff will be polite and courteous at all times.
- We will ensure your possessions are protected before we start work.
- We will take all reasonable precautions to prevent excessive noise, dust and rubbish.
- We will only work between 8.00am to 5.00pm Monday to Friday (No bank holidays). **Week-end working and work after these hours will only be allowed with your permission or if there is an emergency.**
- We will maintain services in your home to ensure that we cause the least possible inconvenience to you. Where it is necessary to disconnect services, we will give you 24 hours' notice, but the following rules will apply where applicable to the work.
- We will provide temporary heating during cold weather.
- Your water supply will not be disconnected for longer than necessary during the day.
- We will reconnect your electricity supply at the end of each day.
- Your gas supply will not be disconnected for longer than necessary during the day.
- We will give you adequate notice before we start any work to your home.
- We will fully consult with you on the scope of works and choices where applicable.
- We will undertake a full condition survey.
- On completion of the work, we will ask for your views on all aspects of our service and use your comments to help us continue to improve.

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Contact Information
Resident Liaison Officer
is Glynis Jarman:
07584 445 306

My Site Manager is
Andy Morrison:
07584 445 371

Wates Site Office:
0137 5851150
0800 0665909

If you have difficulty communicating
with our operations due to a language
barrier please contact us on the numbers
above.

Wates Out Of Hours Service:
07831 938 106

Thurrock Transforming
Homes Year 2
01375 366103

RESIDENT WORKS CALENDAR

Address: _____ Start Date: _____ Works: _____

Rip out

Electrics

Plumbing Kitchen
(if applicable)

Plumbing Bathroom
(if applicable)

Plastering/
Making Good

Kitchen Fit
(if applicable)

Tiling

Decorating

Flooring

Finishing

Final Check

Other Works

Please be advised that the sequence of works may vary.

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Residents Overall Works Comments Box

Wates Living Space

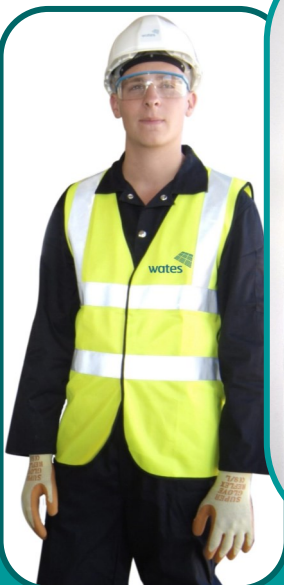
Code of Conduct

In order to maintain Wates Living Space reputation for high quality and workmanship and excellence in customer care, and to enable us to continue to be the preferred partner for social regeneration, we require all operatives to follow the Wates Living Space code of conduct.



Be safe

- Ensure that all materials and equipment are stored neatly and safely to avoid danger to residents, visitors and workers.
- To avoid a build up of carbon monoxide within the home never obstructs gas flues.
- Do not work on gas or electrical supplies or appliances unless you have been appropriately trained and are authorised by the Site Manager.
- Comply with health and safety legislation and relevant codes of practice at all times.
- Follow the site rules as explained within your site induction at all times.
- Wear personal protective equipment (PPE) at all times.



Be Professional

- Be tidily dressed and wear corporate uniform where provided.
- Carry your ID badge at all times and let us know immediately if lost or stolen.
- Always ensure that resident's homes are kept secure by shutting doors and windows if you have to leave, even for a short time.
- Always strictly follow the key holding procedure – Your Site Manager or RLO will be able to give you details.

Be Courteous

- Introduce yourself to the resident, showing your ID badge as proof of identity and inform the resident of the nature of your visit.
- Be polite and courteous to residents and other members of staff at all times.
- Remove all tools and equipment from the property overnight.
- You must not smoke, work under the influence of alcohol or illegal substances, use bad language or play music while working.
- Do not use the resident's facilities at any time.



To be responsive to you needs:

- We will implement and communicate our company complaints procedure so that it is easy for you to use.
- We will be available to attend to out of hours emergencies relating to our works.

To act in a professional manner at all times

- We will take pride in our work, respecting that we are working in your home.
- We will issue all staff with identification badges so that you know they work for Wates Living Space. If you are not sure about letting somebody into your home, our RLO will help you.

We will issue staff with a “Code of Conduct” to set the high standards of customer care that we expect.

Contact Wates:
Chadwell Housing Office
Linford Road
Chadwell St Mary
Essex
RM16 4JY

Freephone:
0800 066 5909
E-mail us at:
complaints.LS@wates.co.uk

If after logging a complaint with us you are still unhappy with our response then please contact the Thurrock Council on:

 houseinvesttranshomes@thurrock.gov.uk

 01375 366103

Get Involved

Wates are committed to supporting residents with training and involvement opportunities. Detailed descriptions of the types of activities we support can be found in our Resident Involvement Policy. If you would like a copy of this, please speak to your resident Liaison Officer.

- How can you get involved
- Some of the ways in which residents are able to work with us.
- Helping to shape the way in which we build our refurbish your home.
- Taking part in satisfaction surveys online, by text, over the phone or by personal interview to ensure we are on track with our commitment to customer satisfaction.
- Filling in surveys or questionnaires about your needs, or those of the local community.
- Tenant training and workshops



Data Protection

Data Protection Policy Introduction

In order to comply with the Data Protection Act 1998 ("the act"), it is necessary for us to provide you with information about what we do with your personal information.



What personal information does Wates Living Space process?

We and Thurrock Council will hold the personal information that you provide to us via the resident profile form, which includes:

- Your full name,
- Your address and telephone number,
- Whether you are a leaseholder or a tenant,
- Your employment status,
- Any language requirements you may have,
- Any religious requirements you may have,
- Any holidays or other absence you may have booked,

Why does Wates Living Space need this information?

We gather your personal information so we can plan how the works will be undertaken, so we maintain contact with you during the course of the works and so we know whether any special arrangements are required whilst those works are being carried out.

Keeping our records accurate

It is important that you tell us changes in your personal information to keep our records accurate so that we can continue to provide the best possible service.

What measures are in place to ensure the Data is held securely?

Only Wates site team consisting of the Site Manager and the Resident Liaison Officer will have access to your personal information.

What happens to personal data after completion of the works?

After the work is completed we will securely destroy any personal information we hold about you.

Your rights

We will take all reasonable steps to ensure there is no infringement of your rights.

If you wish to have access to the personal information which we process about you during the works, you should contact the Resident Liaison Officer in the first instance who will provide you with further details. A charge is not normally made for copies of specified pieces of information which are easily accessible.



Cooker and water facility will be provided at the end of each day. If you haven't had these connected by 4.30pm please contact your Site Manager and Resident Liaison Officer. Washing Machines will be removed during the works but will be reconnected on every Friday for you to use over the week-end. If you require your washing machine reconnecting during the works please contact the helpline.

How to Contact Us

Site Working Hours are:

Monday to Friday 8am—5pm

Weekend working and work after these hours will only be allowed with your permission or if there is an emergency.

Please note that on Fridays, any problems should be reported as early as possible, preferably before 2pm allowing time for any issues to be resolved before the weekend.

Please be aware that only certain repairs are classed as emergencies whilst we are working in your property:

- A major water leak
- Internal gas leak
- Loss of heat or hot water
- Total loss of electricity

For any other repairs as below these should be reported to Thurrock Council Housing Repairs on 0800 074 0169:

- Locks to external doors not working
- Unable to close newly installed windows
- Roof cover blowing loose

Any other problems that are not an emergency should be reported to your liaison officer during normal site hours on the above helpline number.



Helpline

0800

066 5909

Wates can also be found on Twitter— follow us for the latest news and updates:



@Wates Group

If you would like this information in another language, large print, Braille, or on CD, then please contact us on 0800-066-5909.