

RESIDENTS HANDBOOK

FOR REFURBISHMENT
AND IMPROVEMENT WORKS


AVONSIDE
GROUP SERVICES



ADVICE AND INFORMATION ABOUT THE
IMPROVEMENT WORKS BEING CARRIED OUT AT *YOUR* HOME

Mission Statement

Avonside Group - Sustainable solutions, all under one roof

We aim to be Britain's best building envelope contractor, offering specialist solutions and the best service on offer to our customers. To achieve this we will invest in our people development, partner with our supply chain and remain committed to safety and the environment.

Britain's best – become contractor of choice with the largest market share within our sector.

Envelope contractor – providing a complete suite of products and services that cover buildings including all aspects of roofing to curtain walling and insulation.

Specialist solutions – demonstrate our bespoke service through our design solutions to our customers' complex build and environmental needs.

Best service – communicate openly and put our customers first. Always striving to do what we say we will do and follow up on our commitments.

Invest in our people – provide a culture of learning and development by offering continuous training and up skilling opportunities to all our employees whilst building the most effective and highly capable management team in the industry.

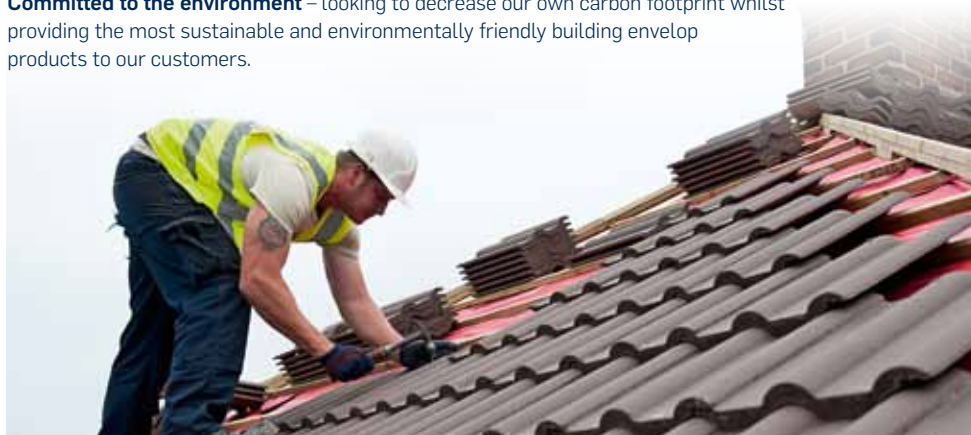
Partner with suppliers – looking for win-win opportunities and building long term relationships with our loyal supply chain to ensure their and our sustainability.

Committed to safety – uncompromising in our focus on being safe by adhering to all regulations and with our staff being trained to the highest standard.

Committed to the environment – looking to decrease our own carbon footprint whilst providing the most sustainable and environmentally friendly building envelope products to our customers.

Our Pledges:

- We are here for our customers
- We communicate openly
- We are skilled
- We are flexible in our approach
- We are dependable
- We are committed
- We adopt a "can do" attitude
- We are team players
- We are conscientious
- We are responsible



About this Handbook



This handbook has been designed to give you advice and information about the improvement works being carried out by Avonside Group Services at your home.

It will help you to prepare for the works being carried out by providing you with information about your Resident Liaison Officer, what we will do for you, how we need you to help us, health & safety and what happens after the work has been completed.

We will do all that we can to ensure you are comfortable whilst the works are being carried out and that you receive the highest quality of service from us. Outlined below are our commitments to you whilst we are working at your home.

- We will deliver right first time, this means that Avonside Group Services is committed whenever possible to getting all the work we do right first time.
- We will always deliver great customer care.
- We will be sensitive to your needs and make sure you always have the help you require.
- We will work safely and make sure you are kept safe while we are at your home.



Working Hours & Emergency out of hours

Working hours

For confirmation of our normal working hours please refer to the back page of this booklet. Working outside 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 to allow time for any issues to be resolved before the weekend.

If you have an emergency that requires immediate assistance after normal working hours, or any time at the weekend or on bank holidays, please contact us on the telephone number that is provided in the back of this booklet.

During normal working hours any problems that are classed as emergencies should be reported to your Resident Liaison Officer.

Please be aware that only certain repairs are classed as emergencies, for example

- Major water leaks
- Internal gas leaks
- Loss of heat or hot water
- Total loss of electricity



Your Link to Avonside Group Services



Your Resident Liaison Officer

Your Resident Liaison Officer is your first and main point of contact, before during and after the work has been completed. They are also your own personal link to the rest of the Avonside team and will advise you exactly what is going on at every stage.

During their visits they will offer you useful advice and guidance and will be on hand to deal with any concerns or questions you might have.

Your Resident Liaison Officer will know exactly what is happening on any particular day and will be in direct contact with the site team helping things run as smoothly as possible. They will also make sure that you and your home are treated with the greatest care and respect.

Please do not hesitate to discuss any concerns, special arrangements or unexpected changes in your plans with your Resident Liaison Officer, they are here to help you whilst this work is being undertaken to ensure the work can continue with as little disruption to you and your family as possible.

What your Resident Liaison Officer will do:

- Keep in touch with you during the work by visiting, leaving calling cards and contacting you by telephone.
- Inform you of any changes as soon as we are made aware of them.
- Provide additional help for those people who require it due to health issues or disability.
- Respond to any concerns you may have with the work to your home and resolve any complaints you may have as quickly as possible.
- Respect your privacy and treat any information given to us by you as confidential.



Working Together

What you can expect from us:

Getting Started...

- Before we start work at your home, your Resident Liaison Officer will visit you at your home to discuss the scope of work thoroughly and carry out a Premises Condition Survey. This includes taking photographs (with your permission) of your home internally and externally of areas that may be affected by the works. This is to safeguard yourself and Avonside Group Services against any accidents or damages during the works. Your Resident Liaison Officer will also discuss any worries or concerns you may have and give advice and help to deal with these, and also provide you with key contact numbers.
- We will inform you in writing at least two weeks before the proposed start date of the work, to ensure you have plenty of time to prepare.
- If you require assistance with moving anything in preparation for the work to be carried out we will do what we can to help, without risk to our workers. So that work can proceed, you will be asked to sign our disclaimer.

Once the work has started...

- We will ensure that appointments are kept, if we do need to change an appointment due to adverse weather conditions or unforeseen circumstances you will be informed of this as soon as practically possible and a new appointment will be arranged.
- Ensure that work isn't started until 8am and is completed by 5pm, unless alternative arrangements have been made with your Resident Liaison Officer.
- We will not enter your property unless a suitable authorised person is present.
- We will introduce ourselves to you and show you proof of identification by showing you an identification badge and explaining what we will be doing at your property on a daily basis.
- We will be polite, courteous and helpful at all times.
- We will use clean dust sheets when working in your home to protect the fixtures, fittings and belongings in and around your home and will wear disposable overshoes when entering you home to carry out any internal works.
- We will park courteously at all times when working in residential areas, this means we will not park on grass verges or obstruct driveways or access routes.

- We will not swear, smoke or play loud music whilst working at your home and will be respectful of your personal belongings and you at all times.
- We will not use your amenities or utilities without your permission.
- We will advise you of any potential hazards, as your safety is of paramount importance to us.
- We will keep you fully informed of progress and the estimated completion date.
- We will ensure that at the end of each working day you will have access to all essential facilities such as water, electricity and heating.
- We will clean up at the end of each working day, pathways and walkways will be swept and all building rubble will be placed neatly into the skips provided.
- Once all works have been completed the Site Foreman will carry out a Quality Assurance check prior to carrying out the Handover. At Handover you will be asked for confirmation that you are satisfied with the work carried out and asked to complete a Customer Satisfaction Survey.
- We will ensure that all complaints are resolved quickly and effectively.



Working Together

What we need from you:

Appointments:

- Please reply as quickly as possible by telephone or post to letters we send asking you to make appointments.
- Please keep appointments and allow us access to your home to complete the work. Please let us know in advance if you are likely to be unavailable on certain days so we can plan for the work around these where necessary.
- If you are unavailable for an appointment please make arrangements for a friend, family member or neighbour to provide access. Failure to gain access can result in delays in completing works (this will only apply to internal works).

Preparing your home for work to begin:

- Inform your Resident Liaison Officer about any medical conditions or special needs that you or any other occupants in your home may have that could be affected by the work.
- Please ensure that your home is cleared and ready for operatives to begin work when scheduled. Your Resident Liaison Officer will advise you what you need to move in preparation for the works at the Premises Condition Survey.
- Inform everyone living in your home of the scheduled works so they are aware and can prepare for any impact it may have on them.
- Remove all personal belongings and valuables from the areas where work will be taking place, even though we are careful, accidents can still happen. If we are carrying out external works we advise you to put away any garden furniture, pots or ornaments to avoid them becoming damaged.

Once work has started:

- Keep small children and pets away from the work area. **Our Operatives cannot work in your home if children under 16 are left unsupervised. Please ensure that an adult is present at all times when internal works are taking place.**
- Please do not smoke whilst operatives are working in your home, under the smoke-free law, your home is regarded as a workplace in the areas where work is taking place.
- Keep windows and doors closed when external works are taking place to avoid dirt and dust from entering your home. This is also to keep your home safe and secure.

- The Resident Liaison Officer is available to deal with complaints and will ensure that *Avonside Group Services*'s procedure is complied with at all times.

Your Daily Check-up

At the end of each working day, our site team will check everything is left safe and in the best possible condition. However, it would be useful, dependant on the type of work being carried out, for you to check the following before the workforce leave your home:

- Fridge/Freezer, ovens and hobs and other electrical items are plugged in and working.
- Windows and doors are closed and locked and keys are returned to you.
- No damage has been done that has not been reported to you. If you do have any damage to your property please ensure that you contact your Resident Liaison Officer immediately so it can be investigated.
- No tools or equipment have been left behind and the work area has been left tidy.

Handy Hints and Tips

After roofing works are complete here are some useful tips of what to look out for in order to avoid possible future problems.

Should any of these problems occur within 12 months of the Roof work being completed, please refer to the back of this booklet for contact details. After 12 months please refer back to your landlord.

Problem solving:

- Mortar Work – Gaps in the ridge lines/loose ridge tiles
- Gable ends cracked or crumbling – need pointing
- Lead work separated from brick work or floating
- Tile pieces falling onto driveway / pathways or gardens
- Leaves collecting in gutters and valleys
- Tiles out of place, slipped or missing
- Dripping gutter joints
- Holes at gutter level of bottom of roof – can lead to bird ingress/nesting

Health & Safety

Keeping you and your family safe

The protection of you, your family and our staff is the highest priority. When having work done, in your home, there are specific risks that should be considered, planned and managed.

- Please ask for, take note and follow any safety instructions given.
- Always check identification before allowing anyone into your home, every Avonside employee will be wearing an ID card with a verification number on the front of it.
- Please keep children and pets away from the working areas and do not allow them to play unsupervised or climb onto scaffold.
- Please do not touch or allow children to touch tools and/or equipment, as they can be very dangerous.
- Do not use or move any steps or ladders.
- If you need our materials or equipment moved please ask our operatives to do this for you – please do not attempt to do this yourself.
- Please do not allow any unauthorised persons or children to climb on or play around the scaffold.
- If your electricity and/or gas supply has been switched off, please do not attempt to turn it back on as this may cause serious injury to yourself and our staff. We will ensure that they are turned back on for you as soon as it is safe to do so.
- During internal works keep your windows open to ventilate any fumes that may be generated from the works.



Passionate about the environment

Avonside feels passionate about protecting the environment and creating a sustainable environment by behaving responsibly and always doing the right thing.

We ensure that good environmental practices are incorporated into all of our activities, ensuring that supplies are sustainable wherever possible and that all building waste is recycled or disposed of in an environmentally friendly way. Even after we leave the property we want to continue to support you in ensuring that you are getting the best from your home, so we have put together some useful tips to help you become more energy smart.

- Turn your thermostat down, Reducing your room temperature by 1 degree could cut your heating bills by up to 10% and typically saves around £50 per year.
- Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
- If you have Thermostatic Radiator Valves (TRV) you can turn the radiators off in unoccupied rooms and close the door.
- Is your water too hot? Your cylinder thermostat should be set at 60 degrees.
- Energy saving light bulbs last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb. This saving can be around £70 over its lifetime if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.
- Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily. Check those computer consoles are switched off!
- Washing clothes at 30 degrees rather than at higher temperatures uses around 40% less energy. Modern washing powders and detergents work just as effectively at lower temperatures so unless you have very dirty washing, bear this in mind. Switching to a 30 degrees wash could save you around £10 per year.
- Try having a shower instead of a bath – A 5 minute shower uses half the water than an average bath.
- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
- Take regular meter readings to help you keep track of the energy you are using and ensure that your energy bills are accurate.

Aftercare

After the works have been completed, your Resident Liaison Officer will visit your home within a week to ensure you are happy with the finished work. At this point we will ask you to fill out a Customer Satisfaction Survey Questionnaire. This questionnaire helps Avonside and your landlord to understand how the work has gone and to evaluate your overall happiness with the work. If you would like to complete the questionnaire in private then that is fine, we can provide a freepost envelope to you and you can just post it back to us.

If you are unhappy

We aim to provide a high quality of service. However, there may be times when you feel that we have not treated you fairly and want to discuss this with us. If you feel that we have let you down, please tell us so that we can put things right and ensure it does not happen again.

If you would like to speak to us about a complaint please telephone the contact number provided and your Resident Liaison Officer will be happy to help you.

Contact and General Information

Working Hours: Monday to Friday 8am to 5pm

Site Foreman:

Resident Liaison Officer:

Office Number:

Out of Hours Emergency Number:

Please remember that an emergency is classed as no heating or hot water/a major water leak or a gas leak.

