

Cyclical works

How often are they carried out?

We carry out external decorations to each of our properties on a rolling programme, so that each one gets this work carried out on a regular cycle.

What works are likely to be done?

We carry out painting and some repairs to external paintwork such as windows, rendering and external doors. In addition to this, where there are communal stairways, we will also decorate these areas including the front door to your flat.

How will it affect me?

In order for these works to be carried out, we will in many cases initially need to put up some scaffolding, which will have to stay up for the duration of the works. We apologise if this causes any inconvenience, but it is essential for the works to be carried out. In this instance we advise you to inform your insurance company and also that it is your responsibility to ensure that your satellite dish is protected.

Will I need to stay in?

The contractor will require access to the front and back of your home and for the windows and doors to be left open. This ensures that the contractors can complete the works quickly and efficiently.

How can I find out when my property is to be painted?

If you are included for the current year's programme, you will receive a letter at least two weeks before the works are to start. This will inform you of when the works will begin and how long they are likely to take.

If you want to find out when works are planned for your home please call our Service Centre on **020 7613 8080**.

Do I have any choices?

You will be given a choice of colours for front door to your flat and also asked about colours for the communal areas. Where there are a number of residents the colour chosen will depend on the majority 'vote'.

Will I be asked for feedback?

Once the works are finished we will ask you to complete a customer satisfaction form, which you can complete confidentially and return to our Asset Management Team who manage the cyclical programme.