

Health & Safety

Whilst work is being carried out in your home there will be some disruption, however we will try to minimise this wherever possible. It is also inevitable that there will be some hazards associated with the work and we ask that you take note of these;

Children and Pets

We would ask that children and pets are kept away from the work area at all times.

Hazards

Although toolboxes, power leads and tools will be restricted to the work area, please be vigilant at all times.

Dust

Some dust is inevitable whilst the work is carried out, however the contractor will try to ensure this is minimised. Should a member of your household suffer from any illness that could be aggravated by dust please make the Customer Liaison officer aware of this.

Smoking

We kindly request that you do not smoke in your home for one hour prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.



If you have any questions or need any further information, please contact the Planned Maintenance Team on 01271 312500.



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Home Improvement

Doors



A guide to having new doors installed in your home



Ensuring your home is properly maintained is a major priority for North Devon Homes. Every year we invest money carrying out planned maintenance on your home updating and replacing areas such as kitchens, bathrooms and front doors.

Doors

Here is a brief indication of the process we will follow when fitting new doors in your home:

- You will receive notification in the form of a letter or phone call informing of the works to be completed within the next 12 months.
- A survey will be arranged at a mutually convenient time with our Customer Liaison Officer to discuss your options, working times and answer times and answer any queries or questions. This survey can be completed from outside if you are not available (providing we can gain access). A 'door choice form' will be left for you to make your decision and return to us.
- A pre work survey will be required. This will be completed by your patch Surveyor, the contractor and our Customer Liaison Officer (this may take up to an hour and will be booked for a time convenient to you).
- A letter will be sent detailing when the new doors will be fitted.

The Process

There are numerous doors styles available and all are available in White, Red, Blue or Green.

All front doors come with:

- Spy hole
- Letter box
- Door handle
- Door knocker

All rear doors are available with a cat flap if requested.

Frequently asked questions:

My paperwork says 'other door' which door is this?

Other door may be a rear door, store door, side door or shed/utility door. When the surveyor calls they will determine the doors that will be replaced.

Will there be any changes to my rent?

No, there will be no change to your rent.

Can I refuse the works?

Yes, please let us know the reason you want to refuse the work so we can update our records. If you have fitted your own door we will need to be informed of the date it was replaced.

I will need to take time off work, can i specify a date for the works to take place?

If the date we suggest is not convenient please let us know as soon as possible so we can rearrange it. We will try to accommodate requests for specific dates where enough notice is given.

Why do I need an asbestos survey?

Before works are started we need a specialist contractor to gain additional information about any asbestos present in your home to inform our contractors and staff.

All members of NDH staff and our contractors carry and present identification when they call at your home. Should you have any concerns or doubts about anyone calling at your home **do not let them in and call us on 01271 312500.**



Members of the Customer Forum have formed a new support service to help other tenants.



If you feel it would be helpful to have an informal chat to another tenant no matter how small, large or silly you think your query is, please call them on 07740 410 970 from **07740 410 970 from 9am to 9pm 7 days a week.**

Our Contractors Code of Conduct

In order to ensure that our service to you is consistent, we have introduced a Contractors Code of Conduct for all our contractors to comply with. This includes items such as;

Communication

- Make convenient appointments to carry out work.
- Introduce themselves and produce an identity card.
- Advise of any delay or postponement of a visit/appointment.

Courtesy

- Maintain a professional and respectful manner at all times.
- Contractors should not use offensive language, use radios or use customers facilities.
- Reconnect and test services such as electricity, gas and water at the end of each day. Where this is not possible customers should be notified.

Cleanliness/Tidiness

- Clear away any rubbish from works at the end of each day.
- Always use dust sheets or other protective measures.

Security

- Ensure customers homes are secure at all times.
- Keep safe all materials and equipment.
- Repair any damage to internal decorations caused by work.
- Always carry a photo Identity card.
- Comply with Health & Safety legislation and relevant codes of practice at all times.