

All About It – Pre-Paint Repairs & Decorations

Why are we doing it?

In order to keep your block or estate in good order as you would expect we try to carry out a regular cycle of pre-paint repairs and decorations to the external and internal communal areas of your house or block. Our surveyors will inspect your house, estate or block, to decide what works are required. We will write to you again to tell you what work we are planning

When are we going to do it?

We aim to carry out external repairs and decorations to all property on a 5 yearly cycle. This cycle is published by Sutton Housing Partnership so that you can see when this work is planned for your home. Prior to inviting contractors to tender we will write to you inviting you to attend a consultation meeting. This meeting gives an overview of the proposed works and gives you an opportunity to help shape the project and to influence what works are done.

You are also very welcome to join one of our other groups such as the Repairs and Investment Group (RIG) which focuses on repairs and maintenance or 'The Decent Homes Group' which focuses on the Major programme of improvement works being planned for the next 5 years. You could also set-up your own resident group if such a group does not exist on your estate. If you would like to know more please get in touch with our Customer Care Team, the details are at the end of this leaflet.

How long will it take?

The time taken to complete the work varies with the size of the property, the extent of repairs and painting and so-on. As a guide, if you live in a house the works may take 2 or 3 days. If you live in a block it could take 3-4 weeks. Very often it is hard to work out exactly what work is needed until scaffold is put up for closer inspections but we will make sure that everyone is kept informed.

What you need to do before and during the work?

- ◆ Notify your home contents insurance of the proposed works.
- ◆ Take all possible precautions to secure your property whilst not in occupation.
- ◆ If scaffold is put up keep your main windows closed, apart from the top vent.
- ◆ Remove any personal items from communal areas such as, pushchairs and cycles.

- ◆ Your front door will need to be open when it is painted.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special requirements.
- ◆ If you have a satellite dish, arrange for it to be removed, if you do not remove it and it affects the work you may be charged.

What will the contractor do? They will:-

- ◆ Arrive at about eight o'clock in the morning
- ◆ Introduce themselves and show you identification
- ◆ Cover floors with dust sheets or boards
- ◆ Sand surfaces down which might cause some dust, there may be some noise
- ◆ Clearly mark areas of wet paint
- ◆ Offer a choice of colours for your front door
- ◆ Clear up any mess at the end of each day
- ◆ Sometimes use a mobile access platform instead of scaffold
- ◆ Have a manager or foreman who you can speak to on a daily basis.

What happens if there is a problem?

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.