



Barnsley Homes Standard

What You Need To Know



Wates
LIVING SPACE

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Introduction

About this booklet

This booklet tells you:

- a little bit about the Barnsley Homes Standard process;
- what to expect during the work;
- how you can help us and how we can help you before and during the work;
- how you can keep yourself safe during the work; and
- what happens when we've completed the work.

Barnsley Homes Standard process

The Barnsley Home Standard is an agreed programme which makes sure your home is improved and maintained to a reasonably modern level.

Once we have written to you to tell you that your home is to be part of the Maintaining the Barnsley Homes Standard scheme, you can expect the following to happen.

- A surveyor will visit you to assess your property against the Maintaining the Barnsley Homes Standard.
- We will write to you with the results of this survey.
- For safety reasons we must complete electrical works specified for your home. However, you will be able to refuse any other works that are not essential.
- Several people may visit you before the work begins, for example a kitchen designer, a central-heating inspector, and a general inspector from the site team.

At the start of the programme we will write to you with an approximate works start date. If this is unsuitable it is important to let us know as soon as possible.

2 to 3 weeks before works start in your home, a liaison officer will visit you to make sure you are prepared for the work and to explain health and safety information.

We will send you a letter seven days before the work is due to begin, confirming your start date.

After we have finished the work, your liaison officer will return to carry out a redecoration assessment.

Special needs

If you have any individual needs or reasons why you feel you should not be in the property whilst we do the work you should discuss these with your liaison officer.

We can arrange for you to stay in a local respite centre until the work is finished or in certain circumstances, alternative accommodation.



What to expect during the work

How long we take to do the work depends on the amount of work we are doing, how much access we have to your property and any difficulties which may arise during the work.

If your home needs work to the central heating, roof or outside walls, we may need to put up scaffolding.

Don't underestimate the disturbance. There will be noise, dust and dirt in your home! But you can expect the workers to use dust sheets and tidy up after themselves at the end of every day.

We may have to turn off your electricity, gas or water during the work but we will always turn them back on at the end of every day. If you have any specific needs which mean you need a constant supply of these services, please speak to your liaison officer. We will do our best to meet any special needs.

Take extra care at all times. There will be lots of building materials in and around your home during the work.

There will also be extra traffic on your street and in your area during the work.

The work may not always be continuous and you can expect some days when there will be no workers in your home. Your liaison officer will visit you and tell you what you need to do before the work can start.

Defects

If there is a problem with anything we install at your home we call this a defect.

We respond to these defects within the following time frames.

- Within 24 hours if it is an emergency, for example, a loss of heating.
- Within five days if it is urgent for example a minor leak
- Within 20 days for problems, for example a cracked window.

Help us to help you

Once we have told you exactly when the work will start you will need to do the following.

- Pack away and store personal possessions, for example valuables, ornaments, clocks and so on.
- Take down all light fittings and shades that you want to keep.
- Take all pictures and mirrors off the walls.
- Carpets and flooring are your responsibility. Roll back carpets where we ask you to. If you cannot do this please speak to your site manager. The site team will roll carpets back down after the work is finished but they are not carpet fitters. They will, however, try to put carpets back as well as they can. We will expect you to lift laminate flooring where we ask you to. It is your responsibility to lift, store and refit laminate flooring. If you are unable to do this, please speak to the site team. If the site team remove your laminate flooring they will not be held responsible for any damage that occurs to it.
- Move furniture that the site team tell you needs moving. If you cannot do this speak to your site manager. We will provide you with a number of boxes to pack away your belongings.
- We will provide you with a number of boxes to pack away your belongings.

Doing these things before we start work will help us to start on time and prevent any damage to your belongings.

Access to your home

The easier it is for us to get into your home the quicker we can finish the work. Please work with us by allowing us in when we ask.

The site team will need access to your property Monday to Friday, 8am to 5pm. There may be times when the site team will need access to your home up to 7pm or on a Saturday morning. If this is the case, your site supervisor will tell you the dates they will need to do this.

Please make sure that the workers can get into your property to do the work. If you are unavailable because you are at work or for other reasons, it may be possible for you to leave a key with your site manager.

At times, you won't be able to use or go into some parts of your home. We'll tell you more about this before we start the work.



Before



After

Your health and safety

It is important that you take great care in and around your home while the work is taking place. With workers in the property and equipment and tools around your home there are lots of possible dangers.

The site team will speak to you before work starts to explain what will happen and what responsibility you must take for you and your family.

It is also important to be aware of who you are letting into your property. All our workers have identity badges. Please check all ID badges and contact us on 01226 772701 if you want to confirm the identity of anyone wanting to come into your home.

If we need to move you into temporary accommodation for the work to take place you must not return to or go into your home without our permission or until we have finished the work. We are not responsible for any accidents that happen if you are in the property without our permission. This accommodation is temporary and you must move back home once the work is finished.

Please report any accidents or health and safety concerns to your site manager straightaway.

Burglar alarms, satellite dishes and aerials

If you have any of these installed at your home you'll need to arrange for them to be disconnected before the work starts and reconnected after we have finished the work. We will pay you the cost of this work as long as you give us a valid receipt.

Electric plugs, sockets and switches

We may need to leave plug sockets and switches loose from the walls to let tiling or plasterwork dry. You must not touch or use these under any circumstances. The site team will tell you which sockets you can use instead. At the end of every day they will secure loose fittings.

Do not use or touch any equipment

You must not use or touch any machinery or tools we bring to your property.

Scaffolding

We may need to put up scaffolding at your property or in the surrounding area.

No-one other than Berneslai Homes, Wates or Construction Services must use this scaffolding. You must not use it for any home maintenance, DIY or so on, and you must not let children play on it. If scaffolding is put up on your property, we advise you to contact your insurance company.

Children

Please keep children away from working areas for their own safety and to prevent accidents

Pets

Please keep pets away from work areas. They could easily become trapped in buildings or under floorboards we have removed.

Site compound—keep out

There may be a site compound in your area. This is an office for the site team and is a place where we store equipment. The compound is surrounded by a fence but it is still a dangerous place. It is a very busy area with people coming and going all day. Please make sure you keep your children away from the compound.

Any problems?

If at any time during work you have any issues or concerns that you want to discuss, for example you may feel we have caused un-necessary damage, or work is taking place that you were not aware would happen, please contact your site supervisor. (Their phone number is on the Site contact details form).

And finally...
When the work is finished!

The contractor will show you how to use anything that we have installed for example, a new heating system or fire.

The site manager and one of our officers will call at your home to carry out a final check. We call this a 'handover'. This final check makes sure all the work has been carried out and that it has been done to our standard. We'll check that all your appliances and fittings are working properly. From this handover we may make a 'snagging list' which is a list of small areas of work which still need to be carried out.

You can let us know how you feel about the work we have done by completing either.

- a Smart Survey sent to your mobile phone.
- or filling in a postal questionnaire.

Your liaison officer will ask which you prefer.

If you need help understanding this information,
please ask one of our staff, or phone Customer
Services on 01226 775555.

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে
অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন,
অথবা প্রাক্ক পরিষেবা সৌপাযোগ করুন।
টেলিফোন 01226 775555

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हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता
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Jeśli nie rozumieją Państwo tych informacji i
potrzebują pomocy, mogą Państwo poprosić o
pomoc któregoś z naszych pracowników lub
zadzwońić pod numer telefonu:
01226 775555 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой
информации, обратитесь к нашим сотрудникам
или позвоните в Отдел обслуживания
клиентов по телефону 01226 775555

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از
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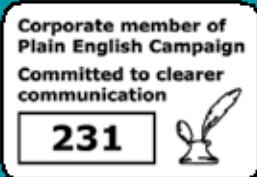
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اذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب
المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم
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如果您需要协助，以便更好地了解该信息，
请与我们的员工联系，或致电客户服务。
01226 775555



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Berneslai Homes Limited is a company controlled by
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