

The Work Programme

Once work has commenced, the contractor will be allowed 10 working days to complete the job, in exceptional cases this may take a little longer. The Council's Clerk of Works will make regular visits to check on progress. On completion he will make a full inspection before the work can be approved and passed off for payment. He will also photograph the standard of the finished work.

The work is not considered complete until this has happened. Due to the nature of the work there will not be a contractor on site all day every day, and there may be periods when no one is present at all.

Electrical Test and Upgrade

Your home will be subjected to a full electrical test which requires gaining access to all rooms. Carpets may need to be lifted also. It is your responsibility to arrange for the lifting and replacement of carpets as necessary. The contractor may be willing to do this for you, but he will not be held responsible for any damage. The consumer unit (fuseboard) may also need to be replaced to bring the electrical installation up to current standards. The new consumer unit will be much more sensitive and will pick up the slightest existing fault on appliances that may previously have gone undetected. If this happens, your appliance will need to be tested and repaired or replaced as necessary. The Council accepts no liability for covering the cost of replacement appliances.



If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by **telephone 01962 840 222** or by **email customerservice@winchester.gov.uk**

Telephone calls may be recorded

HS0031-02583 Produced by Winchester City Council

Undergoing Disruptive Works to your Home

You have been given this leaflet following a consultation to discuss the possibility of having remedial or refurbishment works to your kitchen and/or bathroom.



This is not an arrangement to be entered into lightly, and our Planned Maintenance Team will have done their best to discuss the proposal and explain the process to you. However there are certain considerations that you need to understand and agree to before the work can commence.

Whilst every effort will be made to keep disruption to a minimum, you must understand and appreciate that a level of inconvenience is unavoidable and that your cooperation can help to ensure the smooth running of the work.



Code of Conduct

The Contractor

We expect the contractor's workforce to act with courtesy and consideration whilst they are in your home. We ask them to take precautions to protect your belongings, fixtures and fittings in the vicinity that they are working. Whilst they are not responsible for moving heavy items, they may do so on request but they will not take responsibility for any damage that may occur.

We ask them to attend promptly and honour any access arrangements you have made with them. All tools and equipment should be cleared and stored safely overnight and rubbish must be removed daily.

The contractor may before the work commences and for your mutual benefit, take a full set of photographs of any areas and possessions in your home that may be affected.

The Tenant

In return we expect that you our tenant will also uphold any arrangements that have been made with the contractor. These will include; reasonably unhampered working conditions, access at any time during the working day (8.30am – 4.30pm) by arrangement, your general co-operation to ensure the smooth running of the work.



We will expect you to treat the contractor's workforce with mutual consideration. Any abusive or aggressive language or behaviour will result in the contractor being withdrawn from site with immediate effect. Please refer to clauses 22 & 23 of your tenancy conditions.

Whilst as stated the workforce will take all reasonable precautions including laying dust sheets etc where they are working, it would be wise for you to take steps to protect the rest of your home. Dust will travel into every room, it is unavoidable, and the contractor will not be expected to clean the whole house. You are required to pack up and store your belongings away from the working area and take all necessary precautions to protect your own possessions. If you do not have household insurance, we strongly recommend that this is something you should consider.

We anticipate being able to contact you throughout the process, therefore if your contact details change it is vital that you tell us. If your household circumstances change, if you book any holidays or if you change any appliances please let us know immediately. If we make a provision for one type of appliance and you change it without telling us, we cannot guarantee that the new appliance will be able to be accommodated especially if alternative services are required for its operation.