



## **General - frequently asked questions**

### **What is the investment programme?**

The investment programme is designed to update and replace worn-out parts of your building. Investment works include; internal whole replacement works, including: kitchens, bathrooms, boilers, central heating, external works, including: , roofing replacement, windows and external doors,.

### **How will I know when you are going to do investment works at my home?**

We will write to you and let you know what work we plan to do and when we plan to do it.

### **How will I know when specific works will be carried out to my property?**

Once the investment programme has been released, and available on the website, we will write to all customers to confirm what works will be happening.

### **How Will I know Who People Are?**

All of our staff and contractors will be carrying identification badges.

You should always ask to see identification badges for all purported representatives of Impact or our contractors before letting anyone in to your home.

If you have any doubt about any of Impacts representatives calling at your home please call the main office on 03448 736 290 for confirmation.

### **Why do I need an asbestos survey carried out before the works can start?**

We have a legal duty to ensure that any asbestos containing materials are identified before improvement works start. Without a completed asbestos survey in place we will not be able to carry out the works. There is no guarantee we would be able to add this to a future programme.

### **Site Safety**

Impact and our contractors have a duty to ensure the health and safety of customers and workmen. Tenants also have a responsibility to ensure site equipment, such as power or hand tools, ladders, scaffold and materials are not tampered with, or interfered with in any way. An example would be to ensure children do not climb scaffold or ladders. There will be signs on site to support this.

## **Can I refuse the works?**

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and the change your mind we cannot guarantee to carry out the works in the programme cycle.

## **Refusal of confirmed works.**

If, after signing up for, and agreeing works and you fail to provide access without a valid reason we may consider charging you for the materials purchased e.g. cost of kitchen units and associated materials.

## **After the work is complete**

The assigned project surveyor from Impact who will be looking after the works will remain in touch with you throughout the duration of the works. Soon after the works have been completed the surveyor will arrange to visit your property to check and sign off the works. The surveyor will make a note of any issues or works that do not meet the standard set for our tenants and will pass these to the contractor to to put right as soon as is practical. You will also have an opportunity to provide your comments on a customer satisfaction feedback form.

## **Why am I not getting a particular component i.e. kitchen.**

If your property is not on the current list don't worry, all properties are to be surveyed. It could also mean that investment works have already been carried out, your property is of a newer construction or is scheduled to be included in the next cycle of works.

## **After the works are complete will I have to pay more rent?**

There will be no rent increase as a consequence of the investment works

## **Who can I talk to if I have any questions?**

You can phone the investment Team at our Carlisle office on 01228 633678