



ISLINGTON

Housing Property Services
Capital Programme Delivery

A Guide to Major Works on Your Home



আপনার বাড়তিবেড় রকমর কাজ করা সম্বন্ধে একটানর্দশিকা

(Bengali)

Ένας οδηγός για σημαντικά έργα στην κατοικία σας

(Greek)

Guia sobre grandes obras na sua habitação

(Portuguese)

Tusmada shaqada muhiimka ah ee gurigaaga

(Somali)

Guía sobre obras importantes en su hogar

(Spanish)

Evinizde yapılacak büyük çaplı çalis, malar hakkında rehber

(Turkish)



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Before The Works Start

It's your home and area

Welcome to the major works leaflet. We are sending this to you because we are planning to carry out major building work to your home, estate and/or block in the near future. It contains information on what to expect from Islington Council and our contractors before, during and after these works. In this guide to major works, you will find information to help you:

- Tell us about the external condition of your block
- Plan for when the builders come
- Know what to expect from us and from the builders
- Stay safe, secure and in good health during the works
- Help us ensure the work is done well

About the Work

Islington Council has a rolling programme of major repairs. We call this the “cyclical improvement programme”. You are one of our residents whose homes will be affected in the near future.



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Getting Ready

Most building work causes some inconvenience. Of course, this all depends on the type of work being done, but in some cases it can be noisy, dusty and disruptive to your normal routine. We work closely with the contractors to try to make things as trouble-free as possible. You can help us by considering the checklist below before work starts:

Health

If you or your family have health problems that might be affected by the building work – for example, if you are disabled or asthmatic – please inform your Islington Council Project Liaison Officer. We will do our best to make things easier for you.

Pets

Your pets may not like the noise either. Consider arranging for a friend or neighbour to look after them if the work is likely to be noisy.



Security

Please check your home security before work starts. If you want advice on this, contact the crime prevention officer at your local police station.

Insurance

You are advised to inform your home contents insurance company of the works. (In many cases it will be necessary to erect scaffolding, but Islington Council and its contractors will try to ensure that it is in place for as short a period as possible.)

Your belongings

In some cases, we may ask you to move belongings from certain rooms, garages or store sheds so the builders can carry out the works. We will let you know if we need you to do this.

Satellite TV

If you have a satellite dish on the outside of your home, you may be required to take it down if scaffolding is to be erected. Islington Council will not re-fit any satellite dishes. You should only refit it if you have permission from your area housing office to do so, after the scaffolding has been removed.

Islington Council and the contractors are notable to guarantee the continuity of satellite television reception during the course of the works.

Identity cards

We may need access to your home before work starts. Always ask to see the identity card of anyone who wants to come into your home.





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Holidays

Don't worry if you are planning a holiday – you can still take it! If the builders need to get into your home for a short period and the dates clash with your holiday plans, we will try to arrange alternative dates.

Public Meetings

The Islington Council Project Liaison Officer will write to you inviting you to a public meeting to meet representatives from the contractors, the Project Manager who supervises the contract on behalf of Islington Council, the Islington Council Project Liaison Officer (and a Home Ownership Service officer if the work includes leasehold properties). The proposed works will be explained and any questions you may have about the contract will be answered. You will also have the opportunity to suggest areas of work to be included on your block or estate and these will be considered for inclusion.



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Health, Safety & Security

This section should help you to stay safe, healthy and secure once the building work has begun. On larger contracts our contractors employ a Resident Liaison Officer (RLO) to help you. They will do everything possible to make sure the work is carried out safely and securely.

But accidents can happen. You can help prevent them and make your home more secure by following the simple guidelines in this section.

Children

- Keep your children away from work areas inside and outside your home.
- Don't let children climb scaffolding or play underneath it.
- Don't let children play with builders' tools, materials, rubbish or skips.



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- When builders are working in your home, do not leave children under the age of 16 unsupervised.

- Remind children how important it is to stick to these rules.

Pets

- Keep your pets away from builders' tools and equipment and keep them secure while the work is being carried out.

Health

- If you believe the building work is affecting your health, please let the Islington Council Project Liaison Officer and the contractor's RLO know. We will look into what steps can be taken to help.

Security

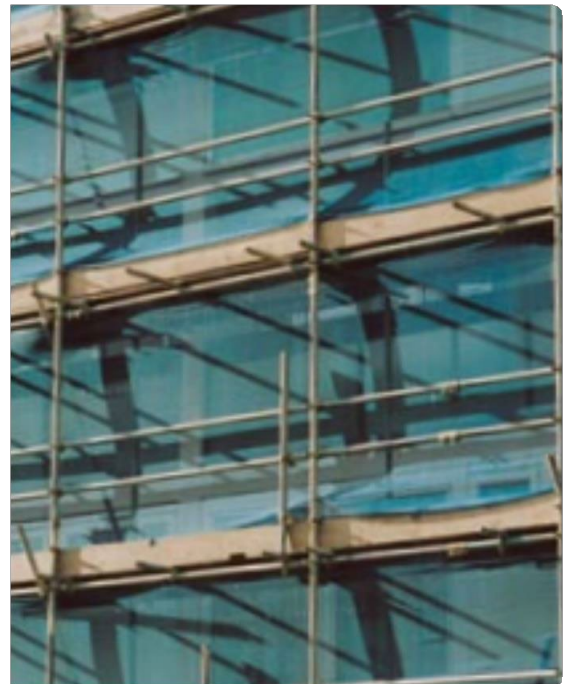
- Only allow builders with the right identity cards into your home. Always ask for identification. If in doubt, don't let them in. You can always telephone the contractor's RLO to check whether works are due to be carried out in your home.

- Keep doors and windows closed and locked whenever possible and particularly at night if scaffolding is outside.

Scaffolding

- Make sure that members of your family or your guests do not access the scaffolding.

- Outside of working hours, please call the police immediately if you see anybody on the scaffolding.





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Accidents

- If you see something connected with the works that you think might cause an accident, please contact the contractor's RLO or the Islington Council Project Liaison Officer immediately.
- Outside normal working hours, contact Islington Council's Housing Direct (our repairs line) on **0800 694 3344**.
- The builders keep an accident book on site. Please use it to report any accidents, no matter how minor.

Good Neighbours

- Building work can put strain on everyone. Please keep a friendly eye on your neighbours, particularly those who are elderly, housebound or disabled.
- If you have concerns about your health or the health of one of your neighbours during building works, please tell the Islington Council Project Liaison Officer or the contractor's Resident Liaison Officer.





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During The Works

Reporting any problems

This section is to help you to report any problems you may experience during the works so that we and the builders can deal with them.

Like you, we want the building works to be done well and to go smoothly. If there are any problems during the works, this is the procedure to follow in order to report them:

Step 1

Report the problem to the contractor's Resident Liaison Officer (RLO). The builders will have an RLO who will usually be based on site. Your first step should be to report your problem to this officer, who may be able to resolve it straight away. Complaints will be entered in a complaints book at the site office. If the contractor's RLO is unable to resolve your problem, they will bring it to the attention of the site manager who will take appropriate action.

Step 2

Report the problem to Islington Council's Project Liaison Officer. If the contractor's Resident Liaison Officer is unable to resolve the problem, they will refer it to the Project Liaison Officer for final resolution.



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Contact information for all of the above will be provided before the works start. We hope that we will be able to resolve any problems in the ways described so far. But if you are still not satisfied and you want to take it further or make a formal complaint, you can use Islington Council's complaints procedure. You can ask any of the housing staff for information about how to make a complaint.

When we get it right

If we don't get it right then we expect to hear from you, but we also want to hear from you if you are happy with the service and completed work. Hearing from satisfied residents as well as those who are not satisfied is equally important when we look at how we can improve our service in the future. If you feel that we have given you a good service, please let us know.

You can do this when completing the satisfaction survey that we will send to you when the works are finished or, prior to that, you can contact your Islington Council Project Liaison Officer.



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Explaining The Works

Islington Council operates a seven- to ten- year cycle of planned maintenance work on its housing stock called a Cyclical Improvement Programme (CIP). This means that every seventh year since the completion of the last round of major works, Council technical staff in partnership with our building contractors will survey the blocks to decide what works need doing in order to keep the building in good repair and decorative order until the next cycle.

This does not necessarily mean that major works will be carried out every seven years, only that the blocks will be inspected in this cycle. It may be that a block does not need any major works or only limited, targeted works such as redecoration of the communal areas.

As part of the detailed survey process, technical decisions must be made as to whether to invest money in renewing a particular building element – in most cases roof coverings and windows – or whether it makes more sense to undertake repairs to extend the remaining life of the component for another seven years.



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Other works may include brickwork and stonework repairs, overhauling and maintenance of windows and doors, repairs to outbuildings, bin stores and intake cupboards, repairs to boundary walls, fences, railings and paths and repairs to communal and private balconies and walkways. We will also repaint all previously-painted surfaces – masonry, metal and timber – in order to protect and extend their life span as well as to improve their appearance. Internal communal entrances and stairwells will also be repaired and redecorated.

Finally, we will replace old kitchens and bathrooms in tenanted properties where these qualify and where they have not been replaced already under the Decent Homes programme. You will also be able to let us know what works you think may need doing to your block as the scheme is developed as part of our resident consultation process.



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When The Works Are Finished

This section explains what happens when the works are finished.

You need to know about practical completion and the reporting and making good of defects.

Your feedback will be sought to ensure that the works come to a satisfactory conclusion and so that our service can be monitored and improved.

Practical Completion

A joint inspection is carried out by the Islington Council Project Manager, the Clerk of Works, an Islington Council Project Liaison Officer, an Islington Council Estate Services Officer, the local Tenant and Residents Association (where one exists) and councillors and representatives from the contractor before the properties are handed back to Islington Council. When all the works have been completed to a satisfactory standard, the Project Manager will certify the works as “practically complete”.



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First residents' survey

We want to make sure that each year we improve the way we run our major works projects. So when works are complete you will receive a questionnaire covering all aspects of the works. Taking time to complete the questionnaire helps us to improve the service we provide for you.

Defects period

The contractor will be responsible for rectifying all snags and any work defects that arise during the twelve months following practical completion. This work is done at no cost to Islington Council or residents.

End of defects

Towards the end of the defects period, we will write to you when the Project Manager and the Clerk of Works propose to inspect the blocks to record any defects that have arisen since practical completion. If the contractor carried out work within your home (e.g. new windows)

the Project Manager or Clerk of Works will want to inspect these works from within your home. Please comply with their request for access.

Making good of defects at the end of the defects period

The Islington Council Project Manager will advise the contractor of all defects that arise after practical completion and will stipulate a date by when the defects are to be rectified. The contractor will make the necessary access arrangements with you to carry out these works.





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If You Are A Leaseholder

This section provides information that all leaseholders need concerning any major works that may be carried out to your property.

The lease

Under the terms of your lease, Islington Council is responsible for maintaining:

- External walls, roofs, foundations, timbers, joist beams, chimney stacks, gutters, rainwater and soil pipes and the frames of the windows.
- The sewers, drains, channels, water courses, gas and water pipes, electric cables, wires and supply lines – in, under and upon the building and estate – enjoyed or used by the leaseholder in common with the occupiers of the other dwellings in the building.



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- The passages, landings, walls and staircases used by the leaseholder and available for use by the leaseholder in common with the occupiers of the other dwellings in the building.
- The communal boilers, heating and hot water apparatus (if a group or district heating system is provided to the building).
- If there is a lift in the building, the lifts, lift shafts and machinery.
- Boundary walls and fences and railings in the curtilage (land, enclosure, garden) of the building.

It also states in your lease that you will pay a proportion of the costs that the landlord incurs in the maintenance of the above.

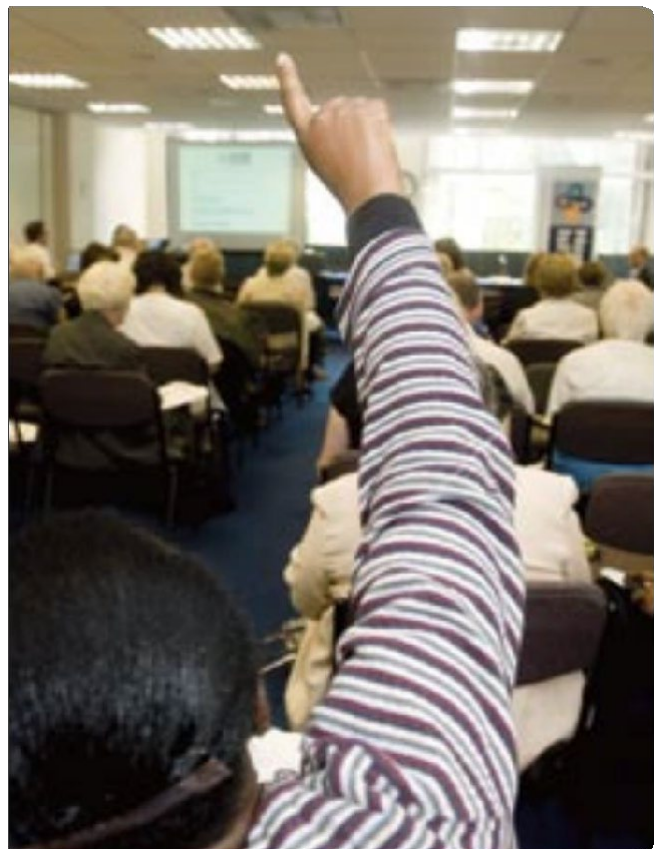
Apportioning the costs

Islington Council makes an assessment of the costs that leaseholders are liable for under the terms of their lease, and leaseholders will be contacted by the Council once estimates are available.

A range of payment options are offered and details of these will be provided at the time. In order to recover these costs from leaseholders, the Council is obliged to consult with leaseholders under the terms of the Landlord & Tenant Act 1985 (as amended).

Consultation

(The following only applies if there is a long-term contract such as currently entered into with our appointed service providers.)





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Before entering into a long-term contract, we will serve a “Notice of Intention” to enter into a long-term agreement for works.

- The contractor will be appointed by Islington Council. They will draw up a detailed brief that will be checked by Council surveyors. This will be costed against a schedule of rates.
- We will write to you with an Indicative Cost letter, which gives a broad early estimate of the scope of works and costs. This is not required by law but is Islington Council policy to help leaseholders plan for major works and arrange finance.
- Later, when the works and costs are fully agreed, we will write to you with a “Notice of Estimates” (Section 20 notice), giving details of the works and costs and the estimated bill.
- Your final bill will be issued as a letter called a Section 22 Notice once the final account for the works has been agreed between our Quantity Surveyor and the contractor.

Thank you for taking the time to read this guide to major works on your home – we hope you found it useful and informative. If you require further information on the capital works programme, please contact one of our Project Liaison Officers:

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