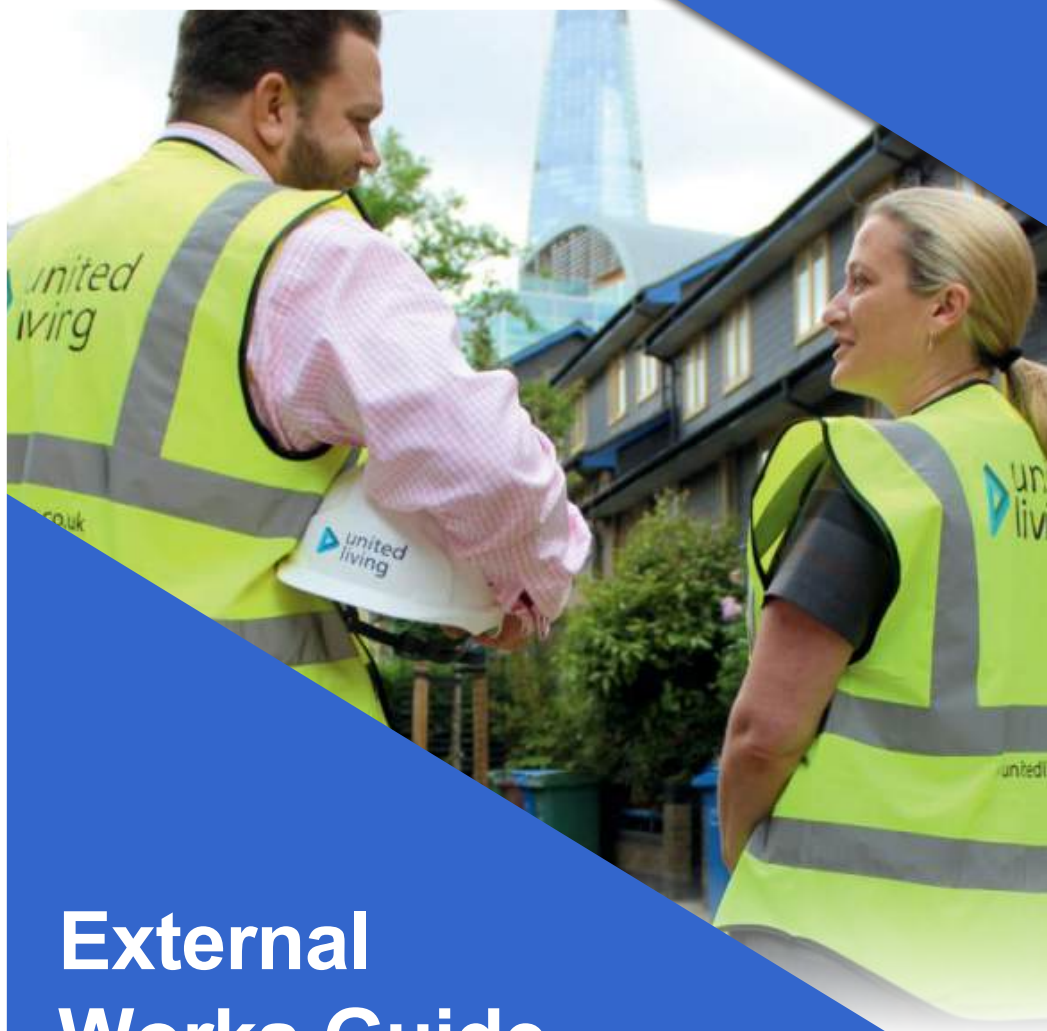




External Works Guide

Translation facilities

Bangali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরম্যাটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
Cantonese	本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。
English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
German	Sollten Sie dieses Material in einer anderen Sprache oder in einem anderen Format wünschen oder einen Dolmetscher benötigen, setzen Sie sich bitte mit uns in Verbindung.
Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતી હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 채택안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەتەوێ ئێم بە لێکەوتە بە زانیکی کە یا بە ئێرمێکی کە هەیە، یا پێویستت بە مۆتەرجم هەیە، تۆیەتی بە پێوەندییمان پێوه بکە
Mandarin	本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
Portuguese	Se gostaria de ter este documento nou tro idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਤਿਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਸੇਵਾ ਹੈ, ਤਾਂ ਹੁਸ਼ੀਰੀ ਸਾਡੇ ਨਾਲ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہیں تو ہمارے ہم سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.

Introduction

Dear Customer

United Infrastructure (formally United Living) will be carrying out improvement work to your home and block on behalf of Lewisham Council

Before works begin we will need to carry out various surveys to determine the exact works required to each property and we will advise you accordingly.

Please Note: not all elements of work will apply to every property, and you will be notified of works applicable to your home by your Resident Liaison Officer (RLO).

Our customers are at the heart of everything we do and your needs are given the highest priority. United Infrastructure (UI) is committed to working with Lewisham Council and their customers.

Prior to your work starting, your RLO will arrange to meet with you, to discuss the works and give you a team contact card.

If you have any concerns or questions, please contact your Project Administrator on 07792 226029. Alternatively, please email Lewishamenquiries@unitedinfrastructure.com

We hope that you find this booklet useful and informative and would like to thank you in advance for your support while we work towards improving your home.



Your link to UI and Lewisham Council

As the improvement works are being carried out in your home or block, your RLO will work closely with you. The RLO will make sure you are kept informed and updated with the progress of the work and will be on hand to answer any queries or questions you may have.

Once works starts, you can contact your RLO between 8.00am and 5.00pm Monday - Thursday and 8.30am - 4.30pm on Friday. If you phone and your RLO is not available, please leave a message with your contact details, and they will call you back as soon as they can.



Resident Liaison Officer duties

Our aim is to deliver the work, causing you as little disruption as possible and your RLO will be on hand to support you before, during and after the works.

Before the work starts your Resident Liaison Officer (RLO) will go through this customer information pack and make sure you fully understand what is going to happen and when.

Your RLO will also:

1. Carry out a customer profile
 - This is to ensure your contact details are correct.
 - Identify any specific or special needs you may have such as health issues that could be affected by the work.
2. Carry out a photographic pre-condition survey
 - This is to make sure the condition of your home and possessions are recorded before any works start, to ensure we leave your home as we found it.
3. Pre-work surveys
 - An appointment will be made with you to carry out any required surveys before work start.
4. Establish points of contact and give you a Team Contact Card
5. One week before the work begins your RLO will give you a courtesy call or text to remind you of your start date and to check that the original arrangements are still ok. You will also get another courtesy call or text the day before the work is due to start.
6. Your RLO will visit you as required whilst work is in progress to keep you updated and to answer any queries you may have.

Your RLO will be available between 8.00am and 5.00pm, Monday to Thursday and 8.00am - 4.30pm on Friday.

Before work starts we will make sure you understand what is going to happen and why we are doing it this way.

Your RLO will visit you to introduce themselves and talk through the proposed work. They will also ask you about any special requirements you may have, so that we can accommodate and support you appropriately during the work. For example, if you:

- Are elderly or ill
- Have difficulty reading
- Are a single parent
- Are a night shift worker
- Have a disability
- Have young children
- Do not speak English as a first language
- Respect religious festivals
- Have holiday pending
- Have pets.

Remember your RLO is there to help you every step of the way. They will support you throughout the work and liaise between you and the operatives. They are responsible for ensuring your needs are catered for and that we provide the right level of support to suit your individual needs. Please let your RLO know if you have any special requirements we need to consider before we start work in your home.

Before work starts

We will...

- Carry out a pre-start visit to help you get ready
- Offer our secure key holding service
- Hold one-to-one consultations with every resident having internal works
- Explain in full exactly what work we will be carrying out in your home

When carrying out work at your home

We will...

- Wear company branded clothing
- Respect you and your home
- Keep you informed of progress
- Provide on-going support.

How to help us

We politely request that you ...

- Allow clear, safe access for work from start to finish
- Keep pets away from the areas in which we are working
- Keep your children safe and do not leave young children unattended.

After the Work

We will...

- Finish work to agreed standards
- Invite you to complete a satisfaction survey
- Make sure you are happy with the work.

We expect all our staff to:

- Treat you and your home with respect;
- Always show a photographic identification card and ask permission to enter your home
- Work in a safe manner and ensure the safety of you and your family
- Be polite, courteous and compassionate at all times
- Provide you with a list of contacts should you have any queries or concerns
- Ensure equality and fairness by being sensitive to different cultural needs and the needs of vulnerable groups such as the elderly or disabled
- Use appropriate covers and screening in work areas and clean up at the end of each day
- Treat your information as confidential in line with GDPR
- Behave as they would expect others to behave in their home
- Ensure all services are restored at the end of each working day
- Inform the customer when they are leaving the property
- Maintain a safe means of exit at all times
- We will always try to keep our appointments but if we are unable to attend, your RLO will contact you to re-arrange a new appointment.

We expect our staff not to:

- Start work before 8.00am and finish after 5.00pm or work at weekends unless you agree otherwise
- Use or move customers' belongings without permission
- Smoke in a residents home
- Use radio's or personal stereos on site
- Use a customer's toilet or washing facilities (without permission)
- Use (or ask to use) a customers' telephone
- Leave tools, loose materials or gas bottles in a property overnight
- Use a customer's property for lunch or tea breaks
- Use the customer's gas or electricity without permission.

It is our duty to be aware of and work in accordance with United Infrastructure Equal Opportunity Policy. We will not tolerate acts of unlawful discrimination, derogatory, racist or sexual remarks, innuendoes or racial and sexual harassment towards customers, members of the public or site personnel.



Health and safety

Help us to keep you safe

Building work can some times attract opportunist crime, in particular bogus tradesmen trying to gain access to your home.

We try to take every precaution to keep you safe and ask you to please be aware of our security procedures:

- All UI staff carry photo identification card, as shown in the picture (right);
- ID cards will be shown on every visit;
- All of our staff and subcontractors wear UI branded high visibility vests
- Our RLO will book appointments to gain access to your property for any required pre-works surveys.



Do not allow anybody into your home without checking they have the correct identification. If you have any doubts about their identity, ask them to wait outside while you contact your RLO.

Keeping safe during the works

All UI operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home.

We ask that whilst the work is being carried out, that you do not enter any of the work areas and that these areas are kept clear through out the work.

If you need access to any work area during the day, please ask one of our operatives or speak to your RLO.

Key holding procedure

If you are unable to stay home during the work, we have a secure key holding service.

All keys are security coded in line with our key holding procedure, which tracks and logs the movement of keys every time they are used.

Preparing for work to start

In preparation for the work to begin, you may need to move some of your belongings away from the area we will be working in. If you need assistance in moving items then please let your RLO know and they will arrange for someone to help you. Please note that we cannot move any of your items without you being present. Valuables should always be moved to a safe and secure place.

Please note that we cannot accept responsibility for any damage to items that are not removed and stored appropriately from the works area.

Both parties should adhere to the agreed start date. If you have any reason why work can not start on the agreed date, you must notify your RLO as soon as possible.



Customers' responsibilities

- Please allow us access as agreed to enable us to complete the works to your home without delay
- Please give us 24 hours' notice if you have to cancel an appointment, so that we can reschedule the work
- To avoid delaying the works for you and your neighbours
- Please treat all of our staff and subcontractors with respect and consideration
- Please keep children and pets away from the work area for their own safety and to allow us to work effectively
- Please do not leave children under the age of 18 alone in your home without adult supervision while we are working there*
- Please let us know immediately if you have special health or medical conditions that may be affected by the proposed work
- Please keep all work areas free from obstruction.

*Our staff will not work in your home when children are left unaccompanied.



Scaffolding

There is little for you to do to get ready for this work. Please ensure to:

- Keep valuable and breakable possessions away from windows.
- Keep windows closed during work and when you go out.
- Keep your children and any pets away from open windows to avoid them getting onto the scaffolding.

If you have any concerns, please call your RLO immediately.

Before the works start, we would like to remind you to contact your contents insurance provider to inform them that works are being carried out and that there will be scaffolding around your home or block. This should not normally affect your premium.

Satellite dishes and aerials

We may need to relocate your satellite dish or aerial whilst the scaffold is in place. You may therefore experience some slight interference with your reception.

We will replace your satellite dish or aerial to its original location where appropriate once the scaffolding is ready to be taken down.

Asbestos

We are required to carry out asbestos surveys to our work areas prior to starting works.

If an asbestos survey is required for your home, this will be carried out during your pre-condition survey appointment in line with HSE guidelines.

The survey will be carried out by a specialist contractor who will do a visual inspection of any materials suspected of containing asbestos. The contractor may also take samples of the suspected material for analysis.

If asbestos is found it will be removed under controlled conditions and your RLO will keep you fully informed of the process.

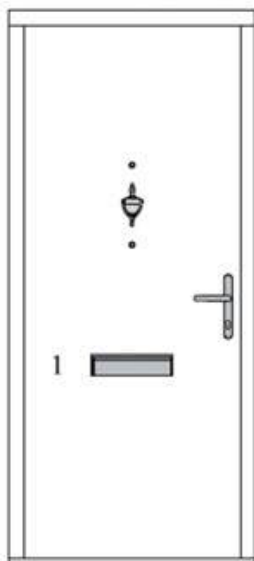
Replacement of front entrance doors

As part of the fire safety works, we may be replacing some front entrance doors.

If your doors are being replaced, you will be provided with unique keys. Your front entrance door will be fitted with a letterbox, spy-hole, door number and safety chain if required.

Front door colour choices

Please choose ONE front door style



☐ Flush



☐ Non-glazed



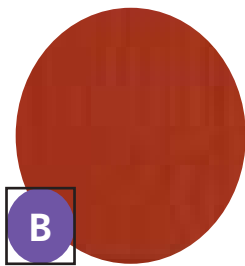
☐ Glazed

Inside of the door will be white

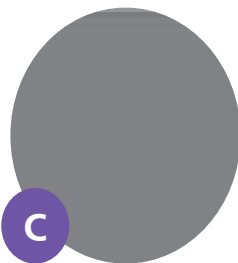
Door Colour Choice

☐

Black

☐

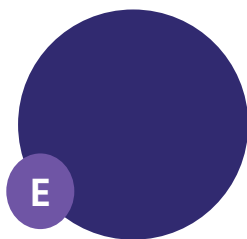
Red

☐

Grey

☐

White

☐

Blue

Door Furniture

☐

Exterior Door
Handle

☐

Interior Pad handle

All door furniture will be chrome, lever handle, internal thumbturn, key locking externally, split spindle, letter plate with internal hood, door numerals, spyhole and safety chain pending survey.

The colours shown do not represent a true version of the finished product. True colour samples can be viewed upon request. All doors are white internally.

Please select one from each option - you have 48 hours to change your mind on these choices

Diversity & Equality

Any discrimination against a person on the basis of disability, age, gender, sexual orientation, race, colour, or belief is unacceptable to us as we strive to provide the best possible services to all our customers regardless.

We respect an individual's culture and circumstances and, where appropriate, endeavour to identify and support customers with special needs.

We would really appreciate it if you would bring to our attention any special needs we may not have been aware of so that we can make every effort, where possible, to accommodate you.

In return we politely ask that customers respect the diverse and multicultural workforce we employ.

Supporting residents with additional needs

Because people are different, people have different things that they need help with. We want to make sure this help and support meets your individual or personal needs.

If you are vulnerable or have a disability we will be able to offer you:

- One-to-one consultations
- Help with packing, moving and covering furniture and belongings
- Regular RLO visits
- Language or translation support (in the case of Non-English speaking households).

Compliments, comments & complaints

Queries

If you have any queries or questions, please contact your RLO in the first instance.

Complaints

If you wish to make a complaint, please contact your RLO in the first instance. We will keep your landlord fully informed and updated until the complaint is resolved.

Letting us know how we're doing

We appreciate your feedback as it helps us make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

Customer drop ins

If you have a query or concern that you would like to discuss in person, a member of our team will be available between 8.00am and 5.00pm, Monday to Thursday and 8.00am - 4.30pm on Friday.



We always aim to offer an excellent service but like any organisation we can make mistakes. We welcome your feedback, which we will use to improve our service.

When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we would love to hear about it.

We'll make sure that member of staff is recognised.

If we get it wrong

If you are unhappy with the service you receive from us please let us know – Your RLO is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

Should you feel your RLO has not been able to deal with your complaint, please contact our Senior Resident Liaison Officer, who will be able to assist.

Alternatively, write, with full details and any supporting evidence, to:

UNITED INFRASTRUCTURE
SITE OFFICE
UNIT 3
2 CLYDE VALE
FOREST HILL, SE23 3JF

UNITED INFRASTRUCTURE
BUILDING 4 CLEARWATER
LINGLEY GREEN AVENUE
GREAT SANKEY
WARRINGTON
CHESHIRE WA5 3UZ

[UnitedInfrastructure.com](https://www.UnitedInfrastructure.com)