

External painting and repairs

This information outlines how we will plan any work to be carried out and how this work could affect you.

Will you be redecorating the outside of my home?

If our records show that your property may need external redecoration, we'll be in touch to arrange an appointment to carry out an inspection.

During the inspection we'll need to access the back of your home. While we're there, we may also check your windows are working properly and meet the Decent Homes Standard.

If we find that your home needs to be redecorated, we'll let you know right there and then.

Please note that an inspection is not a guarantee of work taking place.

What happens next, if a decision is made to redecorate the outside of my home?

If we decide to redecorate the outside of your home, our painting contractors will be appointed to carry out the work on our behalf. They'll contact you to arrange a visit to your home and answer any questions you have. During this visit, they will make sure there's nothing that could delay the work taking place such as obstructions, and see if there's any other work that needs to be done before they can start.

Some properties may have asbestos, which is a safety concern. So, we might need to do an asbestos survey before the painting can get started. But if we already have this information from previous work done in your home, then another survey won't be needed.

Once our contractors are happy with everything, they will contact you to arrange a date for the painting to start.

What choices do I have?

Where external timber doors need redecorating, you will be offered a choice of seven colours. Our contractors will discuss these with you at their initial visit.

What work is involved and how long will it take?

The time taken to redecorate the exterior of your home will depend on the amount of work to be done, together with any repairs required. Our contractors will be able to advise you before they start work.

To do the job safely and effectively, our contractors may need to set up scaffolding or use long ladders. They may also use equipment like lifts or hoists to reach tricky spots that need painting.

All gutters, downpipes and any previously painted surfaces will be painted to match the existing colours, however, as mentioned above, where external timber doors need redecorating, you will be offered a choice of seven colours to choose from.



What do I need to do before the work starts?

To help start the work as quickly as possible, we ask all customers to:

- ▶ Make sure the area around your home is tidy.
- ▶ Make sure our contractors can easily access the area around your home.
- ▶ Move any vehicles, valuables and delicate items away from the work area.

If you need any help with any of this, please let us know ahead of time.

What disruption will there be?

The main activity will take place outside your property. You might notice some noise, and there will be workers in the vicinity of your home. They may need to plug in their tools to keep them charged up, and supervisors may also visit to make sure everything is going smoothly.

Please note, timber doors and windows will need to be painted in the open position, and can take up to five to six hours to dry.

What happens after the work is finished?

After our contractors have finished the work, they will clear up and remove all of their rubbish and debris, leaving the work area tidy. If there's any follow-up work needed, they'll arrange a date for a return visit.

If there's something you're not happy with, please tell our contractors and they'll try to fix it. Or you can tell us and we'll contact them on your behalf. You can call our office on **01952 217313** or email us at InternalWorkCategoryDL@wrekin.com

Wrekin staff will also come back at a later date to make sure everything is good.

We'll send you a survey to fill out within a week to see how you feel about the work, unless you've opted out. It's important to be honest so we can make our service better.

Here's what you can expect from us when we come to work at your home:

- ▶ All of our staff will wear ID badges so you know who they are. They will be polite and respectful when they are in your home.
- ▶ Our work hours are from 8am to 5pm, Monday to Friday.
- ▶ The work might be a little noisy and messy, but we will try to keep it to a minimum and clean up at the end of each day. We will use floor protection when needed and make sure to clear away any waste.

Here's what we expect from you:

- ▶ Please make sure someone over the age of 18 is at home while we work.
- ▶ Be nice to our staff and clear away any obstacles in the work area.
- ▶ Let us know if the work date we give you doesn't work for you.
- ▶ Tell us right away if you have any special needs or concerns, or if there's anything important we should know before we start working.
- ▶ Keep pets and children away from the work area.
- ▶ And if you're not happy with something, please tell us.