

Indoor communal area redecoration

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 communal area outside my home?

If our records show that the communal area outside your home may need redecoration, we'll carry out an inspection in order to make a decision. If you have sole use of a cupboard or store that opens directly onto the communal area outside your home, we will be in touch to arrange an appointment to access the cupboard and identify what work is required.

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

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

If we decide to redecorate the communal area outside your home, our painting contractors will be appointed to carry out the work on our behalf. They'll contact you to let you know start dates and advise if there's anything that could delay the work taking place such as obstructions. They will also identify any other work that needs to take place, such as plaster repairs, before the painting can start.

What choices do I have?

General needs blocks: Colour schemes on the whole are painted to match the existing colours. In some instances these can be changed when there is agreement amongst residents.

If your front door opens directly into a shared indoor space and has been previously painted, our contractors will paint the external face and edges of the door. You will be offered a choice of seven colours to choose from.

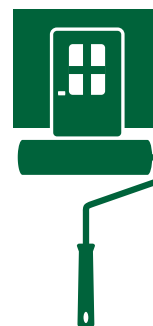
Supported and extra-care blocks: Colour schemes on the whole are painted to match the existing colours. In some instances these can be changed when there is agreement amongst residents. Please speak to the retirement living assistant responsible for your scheme to find out how you can become involved in the consultation process.

If your front door opens directly into a shared indoor space and has been previously painted, our contractors will paint the external face and edges of the door.

What work is involved and how long will it take?

The time taken to redecorate the communal area outside your home will vary from scheme to scheme and depend on the amount of redecorating to be done, together with any repairs required. Our contractors will be able to advise you before they start work.

First, they'll clean all surfaces like ceilings, walls, windows, handrails, doors, and skirting boards by wiping and washing them down. After that, any necessary repairs will be made before the surfaces are redecorated.



What do I need to do before the work starts?

Please remove any personal belongings from the communal areas that may get damaged or cause an obstruction.

What disruption will there be?

Our contractors will try and keep mess, disruption and inconvenience to a minimum. You might notice some noise, and there will be workers in the vicinity of your home. Please take extra care and follow any signs provided during work times. If you have any queries or concerns, please don't hesitate to discuss these with the on-site foreman or ourselves.

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. The communal areas will then be inspected before the work is signed off.

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

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.

We aim to refresh our communal areas about every ten years, so it's essential to take good care of them and keep them looking their best for as long as possible. If you spot any damage or notice anything that might lead to wear and tear, please get in touch with us as soon as possible.

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.