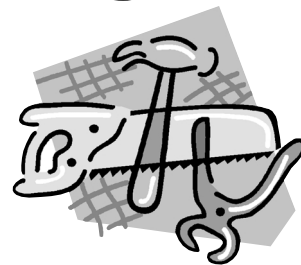


What happens when you are due to get major repairs

springboard

Part of the Genesis Housing Group



Now that we have joined the Genesis Group, Springboard is carrying out a large programme of major repairs. Not all of our homes need major repairs, but we thought it would be helpful if we told everyone what they can expect of major repairs are scheduled for their home.

What will happen when you are due to get major repairs done

- 1** Springboard will write to tell you that your property is in the provisional programme.
- 2** Springboard or our consultant, Tindall Davis, will visit to check what work needs doing.
- 3** The contractor will visit to measure up and show you sample boards for you to make your choices of materials, colours etc. The choices set out in this document will apply if you are having that item renewed.

Springboard have agreed a range of choices with customer representatives from the 100 Group. Turn over the page to see what's in store ...

Springboard have agreed the following ranges of choices with customer representatives from the 100 Group:

Kitchens

5 kitchen ranges to choose from
6 different worktops
10 types of handles
6 different wall tiles
8 wall colours to redecorate your kitchen when we fit new units.
6 different colours of vinyl floor covering.
Choice of "sit on" or inset sink

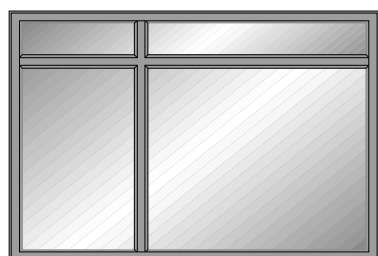


You will be consulted about the layout of the kitchen. Generally we will keep to the same layout as existing except where the existing does not meet yours or modern requirements.

We will fit a minimum of three double sockets, four where space and layout permit. If you are not able to use cross head taps because of a physical difficulty, we will fit lever taps.

Windows

Where three or more windows need replacing in a single flat or house, we will renew all the windows. Where town planning status allows, we will fit uPVC windows as standard. The 100 Group's order of preference was:



Bathrooms

6 different wall tiles to choose from
7 different vinyl floor coverings
Choice of bath mixer tap or shower mixer tap (see below).

Where they are being renewed, we fit white pressed steel baths, white ceramic WCs, low level cisterns and pedestal wash hand basins. Where there is restricted space, we will fit a slim-line flush panel or high level cistern.

We will fit lever taps as necessary (see kitchens).

We will fit either a bath mixer tap or a shower mixer tap with a standard hose, shower head and bracket. Where a shower mixer tap is chosen, we will not, however, provide shower curtains and rails.

The shower head, hose and brackets are deemed to be gifts to the customer at completion and from then on customers will be responsible for their replacement. Customers will be asked to agree to these terms before they are fitted. New customers inheriting the above fittings will be informed of this arrangement.

- Casement or top-hung where externally accessible for cleaning
- Paired casement where not externally accessible for cleaning
- Fully reversible where not externally accessible for cleaning
- Sliding sash where required by planning or local customers

But customers will be consulted on each scheme before final selection of the models/patterns. The customers' representatives did not on the whole favour "tilt-and-turn" pattern windows.

Boilers

There is now a legal requirement that all new boilers should be of a condensing type. Please note that because condensing boilers are more efficient, they produce a lot of water vapour.

Customers will be able to choose a combination boiler which provides instant hot water or a boiler which works with a hot water storage system, depending on which is most likely to meet the demands of your household. Combination boilers can be cheaper to run but can sometimes be problematical when used to supply hot water for showers and where more than one hot water tap is being used at the same time.

Where properties are heated by electric storage heaters and gas is available in the property, we will install gas central heating. Where gas is not available

and the storage heaters are old and inefficient, we will install modern storage heaters.

Where we are upgrading or renewing central heating systems in supported housing, we will fit thermostatic radiator valves to allow for individual room temperature control.

We still have a number of old fashioned back boilers in our homes and we plan to replace them with wall hung boilers. Some customers like having the fire front which came with these back boilers, because they look decorative. Where you would like to keep the fire, you will get a choice of 3 different electric fires. We will ensure that the room can be heated by the radiator without having to rely on the electric fire for heat.

What customers should expect during the Major Works process

After customers have selected their choice of fittings, the contractor will confirm a start date in writing. If this date is inconvenient, please contact the contractor immediately to ensure that a more suitable date is booked. Below is an indication of the average lengths of time the contractors are likely to be in your dwelling. Depending on the size of your home and any unforeseen circumstances that may occur, these periods may be subject to variation.

Time scales

| | |
|--------------------------|-------------------|
| Kitchens | 7-10 working days |
| Bathroom | 5 working days |
| Full heating replacement | 3 days |
| Electrical rewire | 2 days |
| Window installation | 1-2 working days |

On the day of kitchen installation, please ensure that all cupboards are emptied and all worktops are cleared of your possessions. There is an element of disruption whilst major components are being replaced within your dwelling. The contractor will reduce the amount of disruption by liaising directly with you, informing you of the various stages of the work and when it is likely to be completed. A client pack is in the process of being produced and will provide useful information for individual customers in regarding the works

Contractors are required to:

- Explain the extent of the work, how long it is likely to take and how disruptive it is likely to be
- If they leave the premises, tell the customer when they will be returning
- Be courteous and show respect at all times
- Protect carpets, fittings or possessions that might be damaged by the work
- Ensure that the security of the premises is maintained during the work
- Ensure the customer's health and safety is not affected by the work, especially children
- Ask permission to use the customer's wc, water or electricity supplies
- Not smoke indoors or play radios
- Not use bad language
- At the end of each day, contractors will tidy up their own mess
- If a kitchen is to be replaced, a sink will be made available with running water and cooking facilities overnight

For window replacements, a customer consultation is normally undertaken, providing information to customers in respect of our selected specialist contractor Sovereign Commercial and the installation process. All customers will be forwarded a leaflet which provides essential information and various contact details.

How do I complain if things go wrong?

We hope that our procedures will minimise the possibility of problems arising, however in a programme of major works like this it is likely that some problems will still occur.

If you are dissatisfied with any of the works within your property, please discuss this immediately with the Site Supervisor. If there remain any outstanding issues, then please contact the contractor's Tenant Liaison Officer. If you remain dissatisfied with the contractor or standard of workmanship, please contact Kellie Tasarkan, Springboard's Customer Liaison Manager, on (020) 8548 2102.

How will Springboard ensure the work is done to a high standard?

Firstly we undertook a major exercise in checking the standard of contractors work at the time when we first engaged them to carry out this work for us. Customer Association representatives were on the panel that chose the contractors.

On completion of works, a customer satisfaction survey will be undertaken and will assist in determining long-term contractor selection and continuous improvements in the delivery of these programmes of work. We have also introduced exit consultations so that we can monitor contractor performance in respect of quality and customer care and obtain valuable feedback from customers.

We have employed a firm of independent chartered surveyors, Tindall Davies, to draw up specifications and check the quality of the work as it is carried out. Additionally, we have three project managers directly employed by Springboard who carry out a second level of checking. The contractors have all appointed Customer Liaison Officers to liaise with customers over the works and deal with any problems that arise.