

# Major Works in your home



Improving the homes  
of our tenants

# Major works in your home

EastendHomes are doing major work in our tenanted properties, such as:

- putting in new kitchens or improving them;
- putting in new bathrooms and toilets, or improving them;
- putting new boilers in (where needed); and
- rewiring homes (where needed).



If you want to check to see if your property is included in the programme, you can visit our website [www.eastendhomes.net](http://www.eastendhomes.net), or contact your Local Housing Centre (see back page) or phone the Regeneration Team on **020 7456 6700**.

This leaflet tells you what you can expect from us and our contractors when major work is carried out inside your home.

## Keeping you informed

### We will:

- send you a newsletter with information about the work being done;
- make a show flat available for you to see the kind of work that will be carried out;
- let you know about the how much work will be done in your home;
- ask if you have any problems (such as health problems) that could be affected by the work; and
- if needed, arrange for an occupational therapist to visit you (who can recommend any aids or adaptations to help you if you are elderly or disabled).
- keep you involved with the design of your new kitchen; and
- give you a choice of:
  - colours for worktop and kitchen units;
  - handles for kitchen units;
  - wall tiles for kitchen and bathroom;
  - floor coverings for kitchen, bathroom and toilet; and
  - paint colours for walls.



Before we start the work you will be able to visit a show flat to see what the improvement will look like.

**We will also:**

- give you details of the choices available;
- confirm (in writing) the kitchen layout with you;
- send you details of your choices;
- give you details of how to get in touch with the contractor's Resident Liaison Officer (someone who can help you while the work is being done);
- tell you when work will start;
- tell you about a Tenants' Refuge - somewhere that you can go during the day if you want to get away from the disturbance of people working in your home and
- tell you about the contractor's complaints system.

## When working in your home

**We and our staff will:**

- show proof of identity (company ID cards) and will not mind if you want to make a further check by phone;
- do the work to a good standard;
- use good quality materials made to a high standard;
- help you move heavy furniture and carpets if needed;
- protect your furniture and belongings using dust sheets, carpet protectors and so on, where needed;
- make sure that you have the toilet, hot and cold water, cooker, lighting and heating available at the end of each day;
- provide you with temporary heating to main rooms if needed;
- leave your home clean and tidy at the end of each day;
- be careful and considerate when working in your home, especially when there are frail or disabled residents or young children;
- let you know if gas, water, or electricity needs to be switched off;
- help keep your home safe by closing all doors and making sure that ladders and scaffolding are kept as secure as possible;

- respect religious holidays and festivals;
- be polite and respect your home; and
- regularly check the quality of our service.

**We and our staff will not:**

- be rude;
- leave rubbish in your home or shared areas;
- use your toilet or other facilities;
- smoke in your home;
- use your electricity for power tools and so on unless you agree; or
- work in your home unless you are there or have given permission.

## When the work has been done

**The contractor will:**

- provide an ‘aftercare’ repairs service for 12 months after the work has been finished;

**We will:**

- check all work that has been done;
- write to you to check you are happy with our work and that it has been properly completed when the ‘aftercare’ service is coming to an end; and
- do a ‘satisfaction survey’ once the work is finished and let you know the results of the survey through a local newsletter.



## How to contact us

### EastendHomes Head Office

Tayside House, 31 Pepper Street,  
London E14 9RP

E-mail: [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)

Phone: 020 7517 4700

Fax: 020 7515 0218

### Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

Phone: 020 8880 7055

Fax: 020 8880 7810

### Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: [islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

Phone: 020 7538 2340

Fax: 020 7537 0512

### St George's Housing Centre

Shearsmith House, Hindmarsh Close, London  
E1 8HP

E-mail: [stgeorges@eastendhomes.net](mailto:stgeorges@eastendhomes.net)

Phone: 020 7481 4110

Fax: 020 7481 4082

### Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

Phone: 020 7456 6700

Fax: 020 7456 6737

### Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,  
London E1W 3EL

E-mail: [glamis@eastendhomes.net](mailto:glamis@eastendhomes.net)

Phone: 020 7791 7947

Fax: 020 7791 7983

You can send us a text message to **07961 941584**

## Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

## Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.