



www.nshomes.co.uk

NEWARK AND SHERWOOD HOMES

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**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**REPAIRS FREEPHONE:
0800 561 0010**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

**MINICOM:
01636 655960**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

What can I expect from the Contractor?

The Contractor should:

- Carry identity cards
- Follow the Contractors' Code of Conduct
- Arrange suitable access with you to carry out the works
- Take care in protecting your possessions, furnishings and floor coverings
- Advise you how any newly installed appliances work – e.g. boilers
- Leave with you the relevant user instructions once the work is complete

For further information on planned maintenance, please contact the Customer Access Team on 0845 258 5550.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

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。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word Translation Services

Audio Tape

Planned maintenance



"to deliver excellent Housing Services"

Planned maintenance

Each year Newark and Sherwood Homes (NSH) have a planned maintenance programme where we carry out major works to properties. This work is more extensive than a day to day repair and is generally programmed to be completed at a number of properties in a scheme or estate. This work may include:

- Window replacements
- Boiler replacements and heating upgrades
- Sanitaryware (bathroom) replacement
- Decent Homes (which could include all of the above)



How do we plan this work?

NSH holds information on all the properties we manage including the condition and age of the elements within them. This information then allows us to develop a programme of priority for forthcoming years.

How am I involved in Planned Maintenance?

There are a number of ways in which NSH will involve you if your property is part of a planned maintenance programme. This may include:

- Consulting with you prior to works commencing
- Providing you with Tenants Choice
- Consulting with you during the work
- Obtaining your views on how we delivered the work
- Gaining your views on how can improve the service

What do I need to do?

- Let us know at the earliest opportunity if you are likely to have any difficulty to allow us to carry out the planned works
- Provide access to the surveyor and the contractor at reasonable times before, and during the work
- Take reasonable steps to ensure the health and safety of all occupants during the work
- Clear out any room of your personal belongings prior to works starting, however the contractor will remove for you any large items of furniture including white goods (Fridges, Freezers, Washing Machines)
- Secure any valuables and confidential items before, and during the work.
- Allow access following completion so that we can carry out repairs to any defects that have arisen following the completion of the work