



# Planned Work To Your Home



Better Homes • Stronger Communities

It usually makes sense wherever possible to carry out repairs in a planned way to lots of properties, instead of to individual properties one at a time. Examples of this are the major improvement work to modernise homes with new kitchens, bathrooms and doors/windows, as well as some smaller works such as cleaning gutters and servicing gas appliances. We call this way of organising repairs Planned Works.

### The Improvement Programme

North Lincolnshire Homes has promised to carry out a major scheme of improving and modernising properties to bring them up to modern standards.



## This includes the following types of work:

- Double glazed windows to every home.
- Modern secure doors.
- Modern bathrooms including showers, extractor fans new tiling & flooring.
- Modern kitchens including extractor fans, new flooring and choices for tenants over the design and layout.
- Fuel efficient central heating systems.
- Electrical re-wires.
- Environmental work such as fencing, the creation of off street parking and improvements to footpaths.

The work carried out to each home will be based on the age and condition of the property. We have also carried out full surveys of all our homes to make sure that we have the correct information. Some of this work will be carried out by our staff but we will also have partners who will be working closely with us to deliver this work.



## **Keeping you informed**

We will set out full details of the Improvement Programme every year and publicise progress on our website, in newsletters and in other publications. If your home is scheduled to have work carried out then we will contact you individually to inform you what work will be done and when we plan to start.

## **Consulting with you**

You can be involved in three main ways:

### **Work to your home**

Tenants will be fully consulted before work to their home begins. Depending on the type of work to be done you can choose colours, styles and layouts as appropriate. If you have any problems then members of staff will visit you to talk these through and agree on solutions.

## Work to your neighbourhood

When we are carrying out works in an area we will invite tenants from the area to join a Scheme Panel. This panel will bring together tenants, our partners and contractors and staff from North Lincolnshire Homes, to plan and discuss how work will be carried out in a neighbourhood.

## Work across North Lincolnshire


Through involvement on Community Voice and the Home Improvement Panel, tenants are actively consulted with and involved in decision making about repair and improvement work for the whole of North Lincolnshire Homes.





## When the work takes place

We do not anticipate that you will have to move out when the improvement work is carried out in your home. However if there are special circumstances then we will look at these on a case-by-case basis. If you feel that having work done to your home might cause you problems, maybe someone in your family is very ill or frail, then please let us know when we contact you about the work. We can then make special arrangements to make sure that the work goes smoothly and with the minimum disruption.



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[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## Other planned works

Sometimes we will carry out repairs as part of a planned scheme. For example you might ring us to report a blocked gutter, and instead of just clearing your gutter we may decide to set a scheme up to clean all the gutters in your street. This is a better and more efficient way of doing the work but it will take longer to arrange. If we decide to deal with a repair in this way then we will tell you.



## No English?

### For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的消息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلەفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats  
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe  
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

**TELEPHONE 01724 279900**  
**FREEPHONE 0800 032 63 63**

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)