



herefordshire housing

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External Doors



Creating quality choices for communities

Introduction

Herefordshire Housing aims to provide properties that meet the Decent Homes Standard and fulfils both tenants' expectations and aspirations. This leaflet explains how we aim to carry this out.

Prior to any work starting

The Survey

The process of fitting new external door(s) to your home starts with a detailed survey carried out by either our Surveyor or by an appointed contractor. Each property will be surveyed individually to ensure that the new door will fit the opening before it is ordered. Please note that we will not be replacing shed doors or internal doors at this time.

Please make sure that you request and check the Surveyor's ID badge. Do not allow any one into your home if they do not have any identification.

External door Replacement

We will ensure that the external doors that we fit meet the Secured by Design standard. This is a Police standard where doors are tested for their security performance. For example, each door has three locks fitted and we also fit both a door-viewer and door-chain for added security.

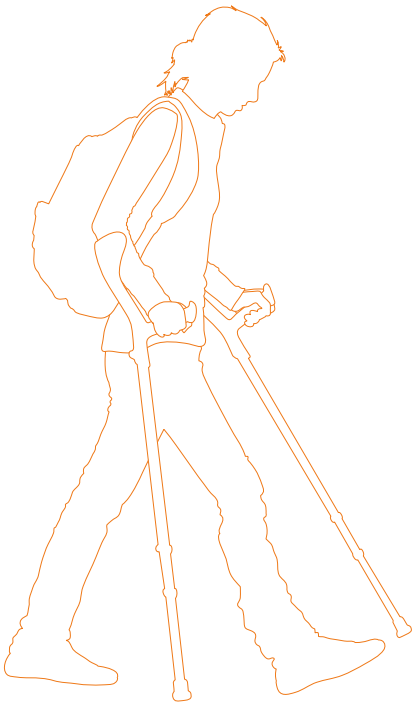
When your home is surveyed for the new door you will be offered a number of choices by the Surveyor. These are:

- 4 door styles for front doors and 1 door style for the rear door
- 4 door colours



Disability Aids and Adaptations

During the survey it would be really useful to know if you need any Minor disabled adaptations to your property, such as grab rails or lever taps or if you require a Major adaptation such as a walk in shower, or if you have requested a visit from the Occupational Therapist through your Doctor to assess your needs, please inform our Surveyor as we will try and undertake these adaptations at the time the improvement is completed.



Some major adaptations between £1,000 and £2,000 and works referred to the Local Authority for a Disabled Facilities Grant will normally only be given permission if the property is a ground floor flat or bungalow. There are exceptions to this depending on your family needs and you can discuss this with our Surveyor.

Carrying out the work to your home

During the Works - We will ensure that:

- You are given a start date and a completion date for carrying out the work
- Your home is left in a clean and tidy condition at the end of each working day
- You are given dust sheets to protect carpets, etc.
- We will respect your home at all times
- You have contact telephone numbers for both day time and out-of-hours emergencies

On completion of the Works

We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and to find out if you are satisfied with finished standard. Once both you and we are happy with the finished standard, the improvement will be confirmed as finished.

If you experience any faults following the improvement work, please contact us and we will arrange for an inspector to visit you.



Your obligations

While we carry out this work, we would be grateful if you could:

- Allow us full access during working hours to complete the works
- Keep children out of harms way
- Keep any animals locked away
- Inform us immediately if you have any concerns

Timescale

The time taken to fit a new external door from start to finish should be a maximum of 1 working day. This standard has been agreed by our Tenants Service Review Group members and is monitored by us to ensure that the contractors keep to the agreed timescale.

General Information

If you wish to discuss our Improvement Programme or if you have any concerns during the work, please contact our Assets and Investments Team on our direct telephone number 0300 777 4321. Alternatively, you can email us at info@hhl.org.uk.

Our office opening hours are:

Monday to Friday:
8.30am to 5.00pm

Phones:
8.00am to 8.00pm

Our address is:

Assets and Investments Team
Herefordshire Housing Ltd
Legion Way, Hereford, HR1 1LN

If you require this information leaflet in Braille,
large print or audio format please call
0300 777 4321

Minicom users please call: **(01432) 378 487**

Versions in other languages

Polish

Informacje na temat zasad wprowadzania ulepszeń w wynajmowanych nieruchomościach. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

Russian

Это - информация об улучшениях жилого фонда. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

Portuguese

Estas são informações sobre melhorias às propriedades. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

Lithuanian

Tai informacija apie pastatų patobulinimus. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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Head Office

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