

Feel Good About
Coming Home

Cyclical Decorations Service Standards

What can you expect from us

we deliver

family
mosaic

What you can expect from us

At Family Mosaic, we want to provide you with a high quality cyclical decoration service. This leaflet sets out the standards you can expect.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Cyclical Decoration and Repair work:

Family Mosaic undertakes a programme of External Cyclical decorations and Repairs to its properties. This work is undertaken on a regular cycle, generally between 5 and 7 years.

We assess the condition of a property and only carry out cyclical works where needed. This can mean some properties do not need cyclical works for more than 7 years.

We will consult you in advance about any work we expect to do, such as painting or window repairs.

We have produced an information pack called 'A Guide to External Cyclical Decorations' and Repairs, which will explain what the External Cyclical Decorations means to you, give you tips on how to cope with all the work, and tell you who to contact for help.

We recognise that building work can be disruptive. When we carry out improvement works to your home, our aim is to deliver a high quality service and in our dealings with you we will aim to:

- Work to the timescales set out in the service standards
- Ensure that the service standards identified in this document are consistently delivered and monitored

Before and during the Cyclical Decoration and Repair work we will:

- Consider the diverse needs of our tenants
- Consult with all tenants about any proposed improvements by letter and at public meetings as necessary
- Give you at least two weeks notice of any public meeting
- Tell you who the contractor carrying out the work will be and how to contact them
- Work closely with our contractors to try to minimise the inconvenience and disruption caused by the building work
- Give you a choice of wall colours to the communal areas

- Respond to all your complaints and concerns promptly
- Visit the site regularly to monitor the contractor's work
- Only sign off the contract when we are satisfied that the work has been fully completed

Our Contractors will:

Write to you to let you know when work will start and how long it is likely to take

- Give you at least seven days notice when they need to go on site – where this will affect your home
- Keep you informed of progress before and during the work
- Give you at least seven days notice if scaffolding needs to be erected
- Introduce key personnel to you before work starts

- Take down any scaffolding within seven days of the work being completed and quality checked
- Wear identification badges and be polite and helpful at all times
- Keep noise to a minimum, work safely and make sure that the site is left secure, clear and tidy at the end of each working day
- Not use radios when working in and around your home
- Keep all materials and tools in a safe location Not use your electricity, without asking permission and offering reimbursement
- Inform you if we need to turn off services and how long they are likely to be off for, providing alternative heating, cooking, bathroom facilities, and drinking water facilities if necessary
- Work only during the hours of 8 am to 5 pm, Monday to Friday and 8 am to 1 pm on a Saturday if required
- Carry out works efficiently to British quality standards and guidance, to health and safety legislation and to Family Mosaic's policies and procedures
- Ensure works are supervised in order that they achieve the necessary service standards and that the job is fully completed
- On completion of the Cyclical Decoration and Repair works, we'll ensure that the site is left in a safe and tidy condition

We will monitor our performance by:

- Carrying out regular customer satisfaction surveys on completion of works, providing a pre-paid envelope with each survey

- Regularly reporting and publishing information on our performance through newsletters, publications and on our website
- Taking account of customer views when developing and improving our service through feedback from customer satisfaction surveys, tenant participation and learning from any complaints received
- Inspecting a minimum of 10% of completed works for quality checks
- Providing us with feedback through our questionnaire so that we so that we can continue to develop and improve our Cyclical Decorations and Repair programme

You can help us deliver the service you need by:

- Providing us with your updated contact telephone numbers
- Letting us know if there is anything we need to be aware of such as disability or mobility issues
- Controlling any pets whilst work is being carried out
- Keeping children away from working areas
- Ensuring that as far as possible the area in or around your home where works are to be carried out is kept free from clutter
- Ensure that you keep to the appointment made
- Making sure your valuables are kept secure at all times

Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Cyclical Decorations Service Standards. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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