

Improving Your Home

External Improvements



External Improvements

This leaflet explains what external improvements we may make to your home.

Your Resident Liaison Officer (RLO) will explain to you which ones apply to your home.

Introduction

External improvements can cover a variety of work. For further details on the work involved and how long it is likely to take, please ask your RLO.

Roofing repairs

Roofing repairs can take various forms. For example:

- Stripping pitched roof tiles or slate and re-roofing with the same material, with additional loft insulation to improve energy conservation and help keep fuel bills down. This will ensure that the roof lasts at least another 60 years.
- Stripping existing flat roof material and re-roofing with a similar type of material, insulation to improve energy conservation and help keep fuel bills down. This will ensure that the roof lasts at least another 60 years.

You will need to clear your loft space if we have to strip

the roof. Ceilings may suffer minor damage during this work but will be repaired as soon as the roof replacement is complete.

- Roof restoration work to existing slate roofs, including grouting slates with a special sealant to stop water getting in; an internal blocking system to prevent slates from slipping; and additional loft insulation to improve energy conservation and help keep fuel bills down. This will ensure that the roof lasts at least another 30 years.



Guttering and downpipes

Gutters, down-pipes (for removing rainwater) and soil pipes (for removing toilet waste) will be replaced or renewed where necessary. They will normally be deepflow to allow for potential future downpours, and made from long-lasting PVCu (plastic) in the same style as those they are replacing.

We will, where appropriate, provide a water butt at the bottom of down pipes to collect rainwater, which you can then use to water gardens and help conserve mains water for drinking and other essential activities.

External walls

Where external walls have been rendered, we will repair or renew them as necessary.

Where external walls are of brickwork we will re-point them as necessary.

Where walls have allowed damp to penetrate we will treat them where required and apply a protective coating to prevent more water getting in.

Fascias, soffits, bargeboards etc

These are often made of wood or cement (some containing small amounts of asbestos). We will normally replace these as required with PVCu.



Windows

Where required we will replace existing timber or metal windows with PVCu double-glazed windows.

Due to current building regulations, glass fitted in your new PVCu windows is likely to have a slight greyish tint. This is because of an additional layer within the double-glazed unit, which helps to reduce heat loss as efficiently as a triple-glazed unit.

Doors

We will repair existing doors or replace them with hardwood doors built to “secure by design” standards from sustainable forests and with energy-conserving properties.

We give you a choice of design and colours or staining so that everyone’s home looks individual.

External decoration

We carry out external decoration and internal decoration of communal areas about once every 7 years.



Porches and canopies

We will repair or renew porches and canopies as required.

Paths, gates and fencing

Where required we will repair or renew:

- front paths to reduce risks and improve safety
- side gates to improve security
- fencing to provide security and privacy.

Preparing for the work

Our home improvement partner will write to you 21 days before starting work. Seven days before starting work they will write to you again to advise you on the preparations you need to make.

Several days before the work begins your RLO will call to see how things are going and to ensure you know what to expect and are ready for the work teams to arrive.

Essential - make sure you keep us up to date with your latest contact details.

This is so we can keep in touch with you before, during and after improvements.

Essential - keep appointments and give us access to your home.

Not keeping appointments and giving us access can disrupt our work schedules and may make you very unpopular with other customers who are waiting for improvements.

Our partners' RLOs will be available during the work to ensure that everything goes as smoothly as possible.

If you have any particular requirements, please let us know. If necessary, we and our occupational therapist will assess your needs and make sure the design of the external works, for example window openers, takes account of them.

Doing the work

If we are doing several jobs in your home we are likely to do them in the following order:

1. roofing
2. windows,
3. doors
4. walls, paths etc.

We find that this method causes the least disruption.

- Before external works begin we will have checked that we have all the relevant components and that

they have not been damaged during transport.

- The leader of the improvement team will introduce themselves and their team to you and where necessary will lay protective coverings over carpets and furniture that cannot be moved out of the way. We will bring a waste bin for the removal of any works rubbish.
- We then make safe and protect all your property that may be affected by the work.
- We remove any existing items which need replacement.
- We install the new items e.g. windows, doors etc where required.
- Finally we will thoroughly clean all the working areas and remove all protective coverings.
- We inspect the work to ensure it is complete and free from defects and that you are happy with the finished job and service.
- We will leave a customer satisfaction form for you to complete and return to us at Gloucester City Homes. Every survey returned will go into a prize draw.

How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101

Text: 1778 148 2656

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا بھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu