

Resident Information Booklet



Introduction

Welcome to your Resident Information Pack

J Tomlinson is a market leader in sustainable housing regeneration and development solutions. Working in partnership is key to our success and we pride ourselves on making a real difference to the communities in which we work.

Our aim is to provide an excellent service to all our customers, every time.

To make sure that you receive this level of service, all our employees work to a strict code of conduct. This code sets standards which are the minimum we expect from our entire workforce to provide an excellent customer service.

Our employees will do all they can to respect your home and your privacy.

Our sites are registered with the Considerate Constructors Scheme, a voluntary scheme where construction organisations must follow a strict code of practice to:

- reduce disturbance
- consider the needs of everyone affected by the building process; and
- consider the surrounding environment

We understand the upheaval and disruption that working in your home can cause. Our Resident Liaison Officer (RLO) will contact you regularly before work starts, and throughout the building process. You should contact your RLO if you have any concerns or questions; contact details can be found on the back page of this booklet.



We are confident that our team will provide you with the highest quality service.

Health & Safety

Your health and safety is very important to us, so please make sure that you and your family are aware of the following health and safety matters.

Your RLO is your first point of contact and will explain what sort of work we are going to do and how it will affect you.

If you have any concerns about safety, please inform your RLO or a member of our Site Management Team immediately.

Children

For their own safety and to prevent accidents, please keep children away from all work areas, including scaffolding, tools, materials, waste materials and skips.

Fire Procedures

- Please make sure there is a clear exit available to you, your family and our workers at all times.
- Never remove or tamper with any fire extinguishers that may be left in your home.
- In the unlikely event of a fire, please do not attempt to extinguish the fire – in case of emergency, please exit the building and dial 999.

Pets

Building work can upset pets. They can become distressed, injure themselves or cause accidents. Please ensure that you control your pets and keep them away from work areas at all times.

Security barriers

We may erect barriers to prevent access from rooms in which work will be taking place. Should you need to enter these rooms, please speak to one of our operatives, who will be able to assist.

Equipment

To avoid serious injury, please do not touch or use any of our equipment or materials.

Dust

Some of the work may cause dust. This will not be dangerous, and will be for short periods only. To reduce the spread of dust, please keep your windows and doors closed wherever possible. Our workers will do all they can to keep dust to a minimum.

Security Procedures

All our personnel visiting your home will carry a photograph identification (ID) card or badge. It is extremely important that you check the identification card of all contractors before allowing them to enter your home.



If you are concerned about safety, please discuss this with your RLO.



Emergencies

We will make sure that we leave your home safe and secure at the end of each working day. However, if you do experience a problem with any of the work that we are carrying out in your home after we have finished for the day, you should contact our emergency call-out numbers.

Please be aware that only certain circumstances are classed as emergencies, such as the following:

- A major water leak after we have installed a new service or repaired or replaced existing services;
- A gas leak after we have installed a new service or repaired or replaced existing services;
- Loss of heat or hot water, after we have installed a new service or repaired or replaced existing services;
- Total loss of electricity after we have installed a new service or repaired or replaced existing services;
- Locks to new outside doors not working;
- New windows not opening or closing properly.

Please contact a member of the site team for help during our **site working hours**, which are typically **8am to 5pm Monday to Friday**. Contact details can be found on the back of this booklet.



If you have an emergency outside of these hours, or at weekends or on public holidays, please call 07880 735 243.

In the event of a gas leak, immediately call Cadent on 0800 111 999

Feedback

We are committed to providing excellent services. The best way to do that is to learn from you and your experiences. We want you to be satisfied with the service we give you.

We welcome feedback – both positive and negative – because it helps us to know what we are doing well, and where we can look to improve the service that we offer.

In the first instance, please speak to your RLO or a member of the site team, as they will be able to address your questions promptly. If you are unhappy with the way in which the matter has been dealt with, you can contact the Project Manager who is responsible for the service delivered by J Tomlinson for all such works.

Compliments

It's always good to be praised for a job well done, so please let us know so that we can pass on your compliments to the relevant employee/team. Your RLO can provide you with a Comment Card, or you can call the Customer Support Officer, who can record the compliment appropriately.

Damage

If you feel you have encountered damage to your belongings please contact your RLO at your earliest opportunity. It is important that we are aware of any such damages as soon as possible so that we can handle the matter appropriately.

Complaint Escalation

If you wish to escalate a complaint because you remain dissatisfied with how it has been handled, you can contact the J Tomlinson head office. All our contact details can be found on the back of this booklet.

Remember: you can also pass on any compliments, queries or complaints to your housing provider should you feel they have not been satisfactorily dealt with by us.



Should you have any queries after the work is completed please contact our Customer Support Officers on 0800 141 3374 or 01623 557 349.

Be prepared!

Appliances:

Appliances will need to be moved prior to work taking place. If you are unable to move them yourself, our operatives will assist you. However, please be aware that we will not be held responsible for any defects or damage caused whilst assisting you in the process.

Your fridge/freezer will be relocated to another room so that they can be operational whilst the work is in progress. They will be moved back once the work has been completed and checked to ensure that they are plugged in and working. Whilst the work is ongoing, please check daily that they remain plugged in, switched on and working.

We will endeavour to reconnect your cooker on a daily basis to allow you to cook in the evenings. If this is not possible we can provide temporary cooking facilities.

Once the work has been completed, your cooker will be safety checked. If it fails the set standards, your appliance will be disconnected. It is then your responsibility to replace your appliance.

Should any equipment be owned by anyone other than yourselves (i.e. rental equipment) it is your responsibility to notify the owners and inform us about any specific conditions required prior to their movement.

Floor Coverings (carpet, laminate, vinyl, etc.)

Please take up any of your own flooring identified by the RLO prior to work starting. Please note that we are unable to lift laminate flooring.

You will be given a start date to allow you time to prepare for the work.

However, if you have any difficulty in carrying out any of the above preparations, please speak to your RLO at the earliest opportunity and they will aim to assist you.

Please note that where we assist in moving belongings, we will do so with the utmost care; however, from time to time, items may not be in a condition to be moved, so damage may unfortunately occur.

Anything left which may hinder the progress of work will be moved by our operatives. Please be aware that we will not accept liability for any possessions which are subsequently damaged or lost. In order for work to proceed we will ask you to sign a disclaimer to confirm that you have received and understood this information.

Should you have any concerns regarding preparations, please contact your RLO.

Customer Charter

Our Customer Care Charter

Responsiveness - Our services will be easy to access and we will respond quickly and effectively to enquiries and requests for information.

Communication - We will give you clear, simple and accurate information about our services and the progress of works in a variety of ways on a regular basis.

Promises - We will keep the promises we make to you, acting with honesty and integrity.

Our People - Our friendly and helpful staff will be well trained to provide effective services to you.

Openness - We will explain our procedures and actions clearly and openly.

Respect Diversity - We are committed to achieving equality in accordance with the Equality Act 2010 and work to create a positive working relationship irrespective of individual characteristics, including age, disability, gender, race or sexual orientation. A copy of our Equality and Diversity Policy is available on request.

Complaints and Improvement Feedback - We will encourage feedback and take all complaints seriously, put right any mistakes we have made and ensure that we learn from them in the future. We will listen to you and learn from experience to make improvements in the delivery of services to our customers on an on-going basis.

Supply Chain Partners - Wherever we have to employ other sub-contractors for specialist work these organisations will be selected from an approved list to ensure quality is maintained.

Confidentiality - We will respect confidentiality.

Service Standards

Accessing your Home

It is important that J Tomlinson gain access to your home so that essential surveys can be completed. RLOs will also visit your home to explain the works that need to be carried out. It is important that you make your home available during working hours whilst work is in progress.

Getting to Know You

During your one-to-one visit from our RLO we will attempt to get to know you, your family and your individual needs better so that we cause as little disruption to your lives as possible.

Keeping you Informed

Should you have any queries regarding the work being carried out please contact your Resident Liaison Officer who will be happy to help.

Health & Safety in your Home

Should you have any queries regarding the work being carried out please contact your RLO who will be happy to help.

Security of Your Home

All J Tomlinson personnel will be properly identified with photograph ID and uniform. Password access to your home is available on request for increased peace of mind. Only allow official J Tomlinson personnel into your home.

Getting to Know Us

You may be shown a photograph contact card for all J Tomlinson personnel you will meet whilst work is being carried out, so that you can identify who we all are. All our personnel are highly trained, courteous and very approachable, and will respect your home and property.

Caring for Your Homes

The work we will be doing in your home will create a certain amount of dust and noise.

J Tomlinson staff will work with you to protect your belongings. Our RLOs will discuss with you the best methods for protecting your home whilst work is in progress.



