

Major Works and Investments



This leaflet is designed to provide you with general information about our Major Works and Investment programme and what this means for you. Below are details of what you can expect and what you will need to do.

What are Major Works?

Major Works include works within your home or in the common areas of the building. Some examples are:

- Kitchen and Bathroom renewals
- Window replacements
- Heating System upgrades
- Door Entry System installations
- Consumer Units or Electrical installations
- Stonework and Building Fabric repairs



Do I have to get the Major Works?

Major Works we carry out help ensure that your home meets health & safety, energy efficiency and modernisation standards.

It is essential that you engage with us and allow access for these works.

Please let us know if the times and dates proposed do not suit you so we can work with you to make suitable arrangements. We can, as a last resort, force access to ensure these essential works take place. You can read more in our Major Works and Investment and Forced Access Policy on our website or call 0141 331 6650 and request an electronic or paper copy is sent to you.

The Scottish Housing Quality Standard sets out the standard we work towards and you can find out more here: www.gov.scot/policies/social-housing/improving-standards

How will it affect my home?

- All contractors we appoint will carry out work with minimal disruption and inconvenience to you. Some mess is expected, however our Contractors will leave your home safe, tidy and with power at the end of each working day.
- Any repairs which have arisen due to the work carried out by our appointed contractors shall be corrected. For example, floorboards and skirting lifted for installation of pipework, during central heating upgrades, will be reinstated by our contractors before leaving your home.
- All Major Works are carried out to meet current Technical Guidance, set out by Scottish Housing Quality Standards. In most cases we shall replace elements 'like for like', meaning there should be no fundamental changes to the layout or existing space in your home. Should changes like this be required, we shall discuss with you prior to works going ahead.



What do I need to do to prepare for them?

You will be asked to provide access and make sure the home is ready for all works.

You will need to remove all personal belongings from the work space. This can range from ornaments to white goods and furnishings. We will let you know if this includes your carpets and linoleum or laminate flooring. **Please note, we do not accept liability for any damages to personal items not moved before major works are started.**

We will discuss any challenges, and support you may need, in advance.

Once works are complete the wall and floor finishes will be left suitable for you to decorate, if you wish to do so.



Services Code of Conduct

You can find out more about our timeframes and contractor responsibilities in our Services Code of Conduct and Major Works and Investment Policy. These are available through our website: www.gwha.org.uk

When are Major Works due?



We plan a 30-year Life Cycle Programme that acts as an indicative guide for when and where Major Works are due. This is divided into a 5-yearly programme, which is then reviewed on an annual basis. We consider age and condition when creating a renewal programme for specific elements.

Information from Stock Condition Surveys is used to inform current and future investment planning. Your ongoing cooperation in allowing access for these is appreciated.

We will contact you directly via letter when works are due in your home. General updates about our investment plans are available in our quarterly newsletter, on our website and Social Media channels. Please see the page 4 for our contact details.



Will I be consulted?

We will engage with you and present options, where possible. For example, with a new kitchen you will be presented with some colour and/or style variations. You may also be presented with options on layout and positioning of fixtures, such as storage unit and radiators.

You may choose to have a family member or relevant support with you to assist when making these decisions. However if they are to make decisions on your behalf, a signed mandate confirming their authority shall be required.

On completion of Major Works we will give you the space and time to complete any feedback or satisfaction surveys.

Funding

A portion of your monthly rent is set aside in a fund for Major Works and Investments.

We do not automatically increase rents as a result of Major Works being carried out; these costs are considered within the annual rent review.

We also explore any opportunities for Grant and Local Authority Funding to keep Major Works spend as low as possible. In line with our procurement strategy, we will appoint experienced contractors to carry out the works and deliver value for money. Our procurement strategy is reviewed annually to ensure, optimum performance, effective resident engagement and value creation.



When will I be notified of the works?

We will contact you before any Major Works are due to take place in or around your home. Generally we give you 6 weeks notice (dependant on nature of works) so you can arrange for suitable access to be given for our contractors to complete the works.

We will inform you of:

- The specific works
- Completion Timescale
- GWA Project Lead contact details
- Additional key contact info



Our staff may visit your property with contractors to carry out an initial survey and you will be given at least 5 days notice. Your engagement is important to allow us to improve your home and meet quality standards.

Contact Us

If you have any queries about this factsheet, or upcoming major works, please contact us on details below:



Email technical@glasgowwestha.co.uk



Call 0141 331 6650



Complete the contact form at www.gwha.org.uk



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