



Putting Residents First

How we will consult you on major works to your home

About the standards

We are committed to improving the quality of housing in our borough. Last year alone, we carried out more than 8,500 major works on properties in Southwark.

However, we know these works can be a cause of concern for you. This document explains how we will consult you if you are affected by major works.

We have agreed 25 standards, written with the help of Southwark residents who have first-hand experience of major works.

They apply to everyone involved in major works on your home, whether they work for the council or one of our contractors.

The standards are not intended to be “one-size fits all”. They set out the minimum level of service you can expect from us, but we recognise that each estate is different and try to adapt our consultation to match your specific needs.

We try our best to meet these standards on every project but if you feel we have failed to live up to them then please speak to the contractor’s Resident Liaison Officer (hereafter RLO) first. If the RLO doesn’t give you a satisfactory answer then please contact the Council’s Contract Manager.

Some of our estates have very active Tenants and Residents Associations (TRAs), which represent their estate in discussions with the Council. If you feel your estate could use some extra help to get organised then please contact the Community Engagement Team, who would be very happy to support you through this process.

These standards were last updated in April 2015. We will review them again in one year.

The Standards – Before the works start

1. By the end of January each year, we will write to you if your home is included in the upcoming years programme (please note we use the financial year, which runs from March – April). This letter will include:
 - The latest date by which works will begin;
 - Broad details of the works to be carried out, for example windows, bathrooms or electrics (unfortunately, we cannot be more specific until we've carried out a survey on your home), and
 - A leaflet which includes the details of the team who will be overseeing the work.
2. We will begin carrying out surveys of homes to see exactly what works are needed.
3. We will hold a drop in session and invite residents and the local ward councillors. You will have the opportunity to meet the team responsible for the works face-to-face.
4. We will set up a group of interested residents called a “residents’ project team”. This team will represent your interests during the works. We will meet with them regularly and try to agree a meeting time that is convenient for all residents. This means meeting times may change from month-to-month.
5. We will work with the residents’ project team to look at all of the available options and agree what works should be carried out (this is called a draft specification).
6. We will hold a second drop in session for you to see the works we are planning and all of the the different options.
7. We will agree the final specification with the residents’ project team. We will try to minimise the impact of the works on the whole estate, including on communal areas.
8. If you are a leaseholder, we will formally consult you using the procedures set out in law and send you a section 20 notice. We will also hold a drop in session just for leaseholders.
9. The residents’ project team will examine the agreed final costs.
10. We will consider the responses from the formal leaseholder consultation.
11. We will hold a third drop in session for residents just before the works start. We
12. will use this meeting to explain the works, the timetable and introduce the contractor. We will also present a “You said, we did” document, explaining how we have used your suggestions.

13. There is a standard set of rules, which all contractors working for the Council must follow. The residents' project team will be able to suggest specific rules for their estate. These suggestions are likely to be agreed as long as they are reasonable and don't have a negative impact on how long the works will take or how much they will cost.

14. The contractor will issue an introductory booklet for you, containing the following information:

- Why we are carrying out the works;
- What is included in the works;
- When we will do it;
- How much we expect it to cost;
- The "You said, we did" document;
- The contractors' hours of work;
- The rules we expect contractors to follow while on site;
- Any impact on communal areas and services; and
- Who to contact if you have any problems and how quickly they will reply to you.

The standards – During the works

15. The contractor will send out monthly newsletters and hold coffee sessions.

16. We will hold monthly site meetings with the residents' project team. At these meetings, we will provide:

- An updated timetable for the works; and
- An updated summary of costs.

17. If we need access to your home, we will endeavour to give you a minimum of 2 weeks notice. If for whatever reason we cannot give you this much notice, then we will explain clearly why we need to access your property at short notice.

18. The contractor will carry out residents' satisfaction surveys after each block (or part of a large block or group of street properties) is completed.

19. About half-way through the project, we will review how things are going and look at the feedback from the satisfaction surveys.

20. We will send a letter to you two weeks before handover so you can help us identify any outstanding works. If you want to personally sign-off any defects then you will be given a form to confirm the defects have been fixed to a satisfactory standard.

21. We will walk around with resident representatives and ward councillors a week before the handover.

The standards – After the works

22. We will carry out a final survey to find out how satisfied you were with the work.

23. We will send out a handover booklet that explains how all the new installations in your home work.

24. We will review how the works went and see what we can learn for the future. For the first 12 months after the works are finished, we can ask the contractors to come back to complete any outstanding work or put right things that were part of the works. This is called a Defects Liability Period (DLP).

25. We will write to you and any absentee leaseholders 8 weeks before the end of the DLP to make sure that all remaining work has been completed.

26. We will carry out a walk-about with resident representatives and the ward councillors 2 weeks before end of the DLP to pick up any final issues.