

## APPENDIX 3

# Major Works Local Offer

Delivering major works to Southwark's Council homes

[www.southwark.gov.uk](http://www.southwark.gov.uk)

This gives the standards on how the Council will consult with residents when carrying out major works to Southwark's homes.

DRAFT

## Delivering major works to Southwark's Council Homes

Working closely with our residents we have put together a standards around how we will consult on major works. We will monitor how well we are doing with these standards with onsite project teams. This standard replaces the previous major works service standard.

### What this local offer covers

Major works are large or medium-scale improvements to your property or block. Examples include:

- major repairs to the structure of your building; and
- fitting new windows to the block.

**Note:** The Council's major works programme is a five year programme finishing in March 2016 to ensure all Southwark Council's homes are Warm, Dry and Safe. The Council has committed £326M to this programme. The Warm, Dry and Safe standard is available on the Council's website. Progress on achieving Warm, Dry and Safe homes will be reported through the Council Plan Annual Performance Report which is available on the Council's website.

### Summary of what customers said...

Residents were presented a draft standard on how we will consult when carrying out major works and agreed an amended standard and highlighted priorities including:

- |    |   |
|----|---|
| 1. | Customers want clear information on when works will take place and what works will take place |
| 2. | Customers want a clear programme for the consultation / works                                 |
| 3. | Customers want the Council to involve as many residents as possible                           |
| 4. | Customers want the works to be of a high quality  |
| 5. | Customers want to be treated with respect   |

**What we are aiming for: the commitments of how we will consult with residents**

There may be some changes to the order in which we carry out tasks and in some cases extra meetings may be added.

Prior to work commencing	1	We will, by the end of January each year, send a letter to residents who are due works advising them that their home is included in next financial years (April to March) major works programme. The letter will include: <ul style="list-style-type: none"> <li>• The latest date by which works will the major works will begin</li> <li>• Broad details of the works to be carried out (e.g. windows, bathrooms, electrics). All works are subject to survey being carried out to see what needs to be done</li> <li>• A leaflet which includes details of the Southwark team who will be overseeing the work</li> </ul>
	2	We will begin carrying out surveys of homes to see what works we need to carry out
	3	We will hold a drop in session where residents and the local ward Councilors will be invited. They will meet the team who will be delivering and managing the major works.
	4	We will set up a Residents Project Team of interested residents to regularly meet to work with us on the delivery of major works
	5	We will work with the Residents Project Team to look at the options available and agree what works should be carried out (draft specification).
	6	We will hold a drop in session where residents can look through what works are going to take place and the different options available
	7	We will agree the works (Final Specification) that are to go ahead with residents with the Residents Project Team
	8	We will formally consult leaseholders on the works using procedures prescribed by law by sending out the Section 20 notices
	9	The Residents Project Team will examine the agreed final costs
	10	We will hold a drop in session for leaseholders to discuss the works
	11	We will consider the responses from the formal leaseholder consultation
On site	12	We will hold a drop in session for residents just prior to the start of the works to explain the works, the programme and introduce the contractors team
	13	The contractor will issue an introductory booklet containing information about the contracts and the works
	14	The contractor will send out monthly newsletters and hold coffee sessions
	15	We will hold monthly site meetings with resident representatives from Residents Project Team
	16	The contractors will carry out residents satisfaction survey after each block (or part of large block or group of street properties) is completed
	17	We will have a mid contract review, to look at any issues and any residents satisfaction surveys carried out on completed homes.
	18	We will send out a letter to residents two weeks before handover so they can help us identify any outstanding works
	19	We will walk around with resident representatives and ward councillors a week before the handover
	20	We will carry out a final Satisfaction Survey to find out how satisfied the residents were with the work (Council survey)
	21	We will send out a Handover booklet that covers how all the installations to residents homes work
	22	We will review how the works went and see what we can learn for the future

For the twelve months after the major works have been completed we can ask the contractors to come back to complete work that should have been completed or put right things that were part of the major works. This is called a defects liability period (DLP).

DLP	23	We will write to residents and <u>absentee leaseholders</u> eight weeks before the end of the defects liability period to make sure that all the work is completed.
	24	We will carry out a walk about with resident representatives and the ward councillors two weeks before end of the defects liability period to pick up any final issues.

Copies of warranties for elements of the major works are available to residents on request.

<b>How these standards meet customer priorities</b>		
1.	Customers want clear information on when works will take place and what works will take place	We are sending clear letters to residents in the next years planned programme where we are giving an idea of what works will take place, subject to surveys and giving contact details of key staff.
2.	Customers want a clear programme for the consultation / works	We are providing clear standards of the steps we take in consulting on major works.
3.	Customers want the Council to involve as many residents as possible	By providing surveys, numerous drops in meetings, coffee mornings as well as a resident project group we are providing a number of ways residents can get involved.
4.	Customers want the works to be of a high quality	By agreeing with the works with residents and getting residents involved in the handover and saying that they are satisfied we will ensure that works are to a high standard. We have an ongoing relationship with our contractors which ensures we can work with them to tackle an issues which may arise.
5.	Customers want to be treated with respect	By holding regular meetings and carrying out surveys we can deal with any issues that arise. We are clear with our staff and contractors that they must meet the high standards we expect from them.

<b>The performance indicators/ measures we will use to measure how we are performing</b>	<b>How we will monitor performance – the activities involved</b>
% satisfied with the works that have been carried out	Contractor satisfaction survey
% satisfied with the works that have been carried out	Council satisfaction survey (Scores for the Council and the Contractor)

<b>How we will report back on how we are performing against this offer</b>
We will report contractor satisfaction survey results to the Residents Project Team on site so that any issues can be tackled on site. We will send quarterly performance reports to the Tenant Council and Home Owners Council.

**What happens if we do not meet our standards in this offer - Redress**

Through the regular meetings we aim to tackle issues early. Residents will have been given details of the Customer Relationship Officer who should liaise with them to deal with any problems. If residents are unsatisfied, they can take the matter up with Southwark's contract manager and /or project manager. If residents are still unsatisfied with our response they can make a complaint.

DRAFT