



Liverpool Mutual Homes
Our five year
Improvement Programme

Pride in Our Homes, Proud of Our Neighbourhoods



Please note appliances are not supplied as part of this kitchen package.

Contents

Introduction Page 3 - 6

Preparing for the work Page 7 - 12

While the work is going on Page 13 - 15

Who to talk to Page 16

After the work has been completed Page 17

What's involved Page 18 - 31

Code of conduct Page 32 - 34

Safety and security Page 35 - 36

Energy tips Page 37 - 38

Any questions? Page 39 - 42

Tenants views Page 43

Notes Page 44

Introduction

On 1 April 2008 the formal transfer of over 15,000 homes from Liverpool City Council to Liverpool Mutual Homes (LMH) took place. This made LMH the largest housing association in the city and marked the beginning of a £380 million five year Investment Programme.

LMH is a customer-led housing association

- 78% of tenants voted in favour of transfer
- the majority of seats on the LMH Board are reserved for tenants and leaseholders

Customers have been involved right from the start

- taking a major role in helping shape our policies
- having direct involvement in specifying the LMH Standard
- spending a total of more than 10,000 hours interviewing potential suppliers, visiting factories and inspecting products before any contracts were agreed

Customers continue to be involved at every level

- the priorities for our Improvement Programme were shaped by consulting tenants in their homes and with special open days across the city
- through our main Board and Area Boards our customers are having a real say in shaping investment plans and monitoring contract performance
- our Customer Involvement Team are working with local tenant and resident associations in every area across the city, helping customers get involved with our work in many different ways

Award winning work, a unique high standard

We began our work on the day of transfer and in our first year we completed improvement works to over 3,000 homes, bringing them up to the unique 'LMH Standard' which goes beyond the Government's own 'Decent Homes Standard'.

In that first year we also won two major national awards for our regeneration programme and for reducing the carbon footprint of our homes.

These are real examples of our commitment to deliver the promises that were made in the original consultation prior to transfer, demonstrating that we are here

for Liverpool, for the long run, for everyone



The LMH standard at a glance

The LMH standard goes beyond the standard set by the Government and includes specially selected high quality materials. All are designed to be energy efficient which is good for the environment and saves you money.

This includes:

- dual flush toilets that exceed current regulations and save water
- 40% recycled metals in electrical components, and low energy lighting
- 'Envirovent' ventilation which is 80% more efficient than a traditional fan
- Vaillant Boilers with a high efficiency band 'A' rating and low energy circulation pump
- Total Glass 'A' and 'B' rated windows that reduce energy lost by up to 90% and have PVC-U frames expected to last 40 years (and can then be recycled)
- Kaldewei Baths that are specifically designed to last longer. The baths have a 30 year guarantee, are self-cleaning and have adjusted water capacity. They are compatible with Eco-Homes regulations, exceed regeneration standards and can be recycled into high quality steel without any separation
- Structerm insulated rendering that reduces fuel consumption and environmental pollution from each property



Making People *Smile*



Mears is a leading social housing repairs and maintenance provider in the UK and a growing presence in the domiciliary care market. Our purpose is to make a positive difference to the communities we serve by improving homes, improving neighbourhoods and improving lives.

With over 70 years experience, the **Kinetics Group** is a people-driven Specialist Facilities Management Partner, self delivering sustainable, client focused property solutions to over 180,000 customers within the public and social housing sectors throughout the UK. We are proud to be working in partnership with LMH

Wates - Changing lives and generating opportunities in your community through friendly, creative and exceptional performance.

MITIE Engineering Projects are specialists in social housing refurbishment and renewable energy. We are proud to have been awarded our refurbishment contract and to be working in partnership with LMH and supporting their communities.

G & J Seddon is a vibrant and exciting company providing construction services nationally and employing over 700 people. The company operates construction teams specialising in sector specific areas ensuring customer focus.



Bramall Construction is a market leader in the social housing market delivering both new-build and refurbishment projects. We are proud to be working in partnership with LMH to deliver strong, dynamic and sustainable communities in Liverpool.



Lovell is a national regeneration specialist, delivering new-build social and open market affordable housing, plus major housing refurbishment programmes. The company was the first housing refurbishment specialist to gain the TPAS quality mark nationally and operates its own housing maintenance service, Lovell Respond.

Enterprise**Liverpool**

At **Enterprise Liverpool** we work at the centre of people's lives; repairing their homes, providing their Council services or making sure they receive reliable utility supplies. The needs of local residents are the focus of all our services.



Connaught is a market leading provider of integrated services within the compliance, environmental, social housing and public sector markets in the UK.

Preparing for the work

Whatever work is scheduled for your home, this brochure will guide you through the preparations you need to make. It will tell you what to expect when the work is underway and the service standards we will work to. With this brochure you should also receive:

- a DVD explaining the different work that may be done in your home
- leaflets giving details of the specific work that has been agreed for your home and the teams that will be doing the work

Most importantly, you will also have named Customer Liaison Officers who will be with you every step of the way.



Introducing your Customer Liaison Officers

You will have two Customer Liaison Officers to make sure everything goes smoothly.

One Customer Liaison Officer is part of the LMH team and the other is employed by the contractor working on your home. Their names, pictures and contact details can be found in the specific leaflet relating to the work that is being carried out. If you need to check details, or need another copy, simply contact your Customer Liaison Officer.

The Customer Liaison Officers will be your main points of contact throughout the work. They will:

- explain the work that will be carried out in your home, the schedule for the work and what is involved at each stage
- help you make all the necessary preparations, sorting out help if you need it for moving furniture, or arranging storage boxes for you to use
- advise you on health and safety and security. You might want to talk about setting up a password for the workers to use, so you know they are genuine

- arrange a key holding service if you are working full time, or have appointments you cannot rearrange. We can look after a set of your keys so you do not need to bother one of your neighbours
- check that you are satisfied with the way the work is being done and when the work is completed
- explain how to complete the daily signing-in sheets and the feedback sheets that we use to make sure we get feedback from you
- make sure that your views are listened to, and that you and your family are treated with respect
- make sure that if you are having a bathroom or kitchen, you have made and agreed your packages selection and that you are happy to go ahead

Whatever it is you need, or if anything is bothering you, just ask your Customer Liaison Officer.



Notification process

You will have already received an initial notification letter which contained general information and an introduction to your contractor.

The next stages are:

- **14 days** before work is due to begin you will receive a letter confirming the week the work will start.
- **7 days** before the work is due to start you will receive a letter telling you the day the work will start.
- **The day before** work is due to start your Customer Liaison Officer will visit you to make sure all the preparations are in place and make sure any last minute concerns are sorted out.

What needs to be done before work can begin

Your Customer Liaison Officer will help you prepare for the work. This will include the following:

Alarms and aerials

We may need to move alarm and sensors, external TV aerial and satellite dish before work can start. If we do, we will check to ensure that they are in perfect working order before they are moved and put them back into the original position when the work is complete. A qualified engineer will do this work.

Carpets and laminate floor coverings

If you are having central heating or electrical wiring work, you may need to take up floor coverings and refit them afterwards. Your Customer Liaison Officer will let you know if this is the case.

For all other work we will use appropriate floor protection and dust sheets to protect carpets and furniture.

Curtains and blinds

If you are having new windows installed, all curtains and blinds need to be removed from windows along with any fittings attached to the window frame. When they are put back up they must not be fixed directly onto the PVC-U frame. Any drilling or damage to the new PVC-U frame will cancel any guarantee.



Furniture

We will provide dust sheets. You should also move furniture away from areas where work is being done. Your Customer Liaison Officer will advise you, but check with the workers when they arrive to do the work.

Ornaments, pictures and valuables

There will always be some dust and there may be some vibrations, depending on the type of work. We strongly recommend that you pack away valuables, ornaments, pictures, mirrors, clocks and any other loose items.

Gardens

Please remove or protect personal objects, such as garden furniture, pots, ponds, plants and fences before any external work starts.

Checklist



tick when complete



pack away valuables and ornaments for safety



remove any flooring you want to keep



remove all fixtures like cabinets, wall clocks, mirrors, toilet roll holders and so on



take down any pictures and wall hangings



remove any soft furnishings, curtains and blinds, and their fittings



if electrical work is needed, move furniture to the middle of the room and pull carpets away from walls in any room affected



discuss any special arrangements or requirements with the Customer Liaison Officer

What LMH advise

We strongly advise you to remove all valuable and fragile items. Pack them securely and place them in a room away from the work taking place.

If you need any assistance or advice about making the necessary preparations to your home before the work starts, please contact your Customer Liaison Officer who will be happy to help you.

My Customer Liaison Officer is:

Name: _____

Mobile Number: _____

Office Number: _____

While the work is going on

What we will do

You should expect us to:

- keep appointments
- not start before 8.00am or finish later than 5.00pm without agreement
- treat you and your home with respect
- use clean dust sheets and appropriate floor protection to cover all furniture and floors in the vicinity of the works, together with all access routes
- keep dust to a minimum and clear away all temporary protection and any rubbish at the end of each day

- make sure services are disconnected only when necessary and for the minimum time required
- be sensitive to your needs and agree special arrangements where possible
- keep you informed of progress and let you know of any changes to planned work that may occur
- respect your privacy
- keep your home secure and not leave access doors or windows open unnecessarily
- provide you with a daily record sheet. Contractors and staff will use this to sign in and out. It is also for you to use to record any queries, concerns or comments you may want to make during the course of the work



Household attendance sheet

Before we start work in your home, you will be issued with a pack containing Household Attendance Sheets. There will be a sheet for each day that we are working in your home, they should be used by LMH staff, contractor staff and you.

Anyone visiting your home from either LMH or our contractor will sign in and out of your home using the sheet. Our contractor will sign each sheet off when the work for that day has been done and your home has been left in a clean and tidy condition, with all services restored.

You may use the sheets to:

- note any comments, concerns or queries

you may have whilst we are carrying out improvement works on your home

- say if you are happy or unhappy with the work being carried out. You can do this by either circling the appropriate face on the sheet, or write a comment (good or bad) in the 'customer section'

- check what work is due to be carried out in your home on any given day. From time to time this may change, but you will be advised of this in advance

The sheets should be used as a two-way communication between you and our site team to record details of any issues you may have and what action was taken to resolve them.

Contact numbers for LMH and contractor staff

LMH and contractor signing in and out section

Tells you what work will be done in your home on any given day

Your comments

Let us know how you feel

Your responsibilities during work on your home

It helps us get the work done with the minimum of fuss and disruption if you can:

- allow us in on every day we need to work
- let us know as soon as possible if you cannot keep to a pre-arranged appointment
- let the workers know if you are leaving your home at any time while they are there, and what time you expect to return
- follow all advice and information notices regarding health and safety
- avoid smoking in or near the work areas while workers are present
- keep pets away from working areas make sure children do not go anywhere near work areas or touch any equipment or materials
- do not leave anyone under the age of 16 alone in your home

Reporting problems

If at any time there are problems, please tell us straight away. Your concerns will be recorded and acted upon in the most appropriate way.

We will complete a customer issue log with you and give you a copy. It will tell you how we will deal with your concerns and the timescale involved.

Not everything can be sorted out straight away. Your customer issues log will tell you how and when we will keep you updated.

Remember - always speak to your Customer Liaison Officer. They are there to help.



Who to talk to

Everybody working in and around your home, and anyone visiting your home to talk about the work that is going on, will have an identity badge with their name and picture on. You will be given a leaflet with the names and photographs of the teams that will be overseeing the work for you.

- all LMH staff will wear yellow jackets
- all the workers actually doing the work will wear orange jackets
- all supervisor staff working for the contractors will wear blue jackets

This way you can quickly and easily tell where someone is from, and pick out who to speak to if the need arises.

Details of the team working on the improvements to your home will be found in the accompanying leaflet.





After the work has been completed

When the work has been completed you will receive a customer handover pack. This will include useful information about how to use any new equipment and how to look after it.

Between four and six weeks after the work has been completed we will carry out an after care visit to ensure that there have been no problems since we left. We will also check that you are satisfied with all the information that you have been given.

We often carry out surveys to get feedback from customers. This means you may be contacted by an independent company who will ask you a series of questions about the work and how it was carried out by both LMH and the contractors. These surveys help us to improve our service and we would really appreciate you taking a few minutes to answer the questions you are asked.







Bathrooms

You will have the choice of one of eight bathroom packages and may also have the opportunity to consider extras such as additional tiling. Your Customer Liaison Officer will discuss this with you.

The main stages of the work will be:

- strip out existing bathroom suite
- carry out any demolition work (if walls are to be removed)
- carry out electrical works and/or re-wire if applicable
- patch plaster where necessary
- install new bathroom suite with associated plumbing and boxing in exposed pipework
- wall and floor tiling
- painting
- final quality check

We will always leave you with a hot and cold running water supply and a fully functioning toilet at the end of each day. However, during the working day there will be times when the water supply will need to be turned off, and the toilet and bathroom facilities will be unavailable.

When the work is completed, please ask the plumbers to try all taps and flush the toilet a couple of times. This way you will know that there are no leaks and that the water supply has been turned back on.

Bathroom and kitchen packages are shown in the separate brochures.





Please note appliances are not supplied as part of this kitchen package.



Kitchens

A kitchen designer will visit you and develop a kitchen layout that you are happy with. You will have the choice of one of the eight packages available and may have the opportunity to consider additional fittings (such as extra units) that you pay for yourself. There will be a 'cooling off period' (usually 14 days) after you have made your choice. If we do not hear from you within this time we will proceed with the chosen design and no changes will be possible.

The main stages of the work will be:

- strip out existing kitchen units
- carry out any demolition work (if walls are to be removed)
- carry out electrical works and/or re-wire if applicable
- patch plaster where necessary
- install new kitchen units with associated plumbing and boxing in exposed pipework
- painting
- ceramic floor tiles
- final quality check

We will try and keep disruption and disturbance to a minimum and will always leave you with a hot and cold running water supply at the end of each day. However, there will be times when

the water supply will need to be turned off. Our workers will always let you know in advance.

We suggest you keep a kettle, tea and coffee making facilities in another room, and perhaps a microwave too, if you have one. This will allow you to make drinks and prepare some food while your kitchen is being worked on.





Other works

Central heating

When installing new heating, we will always try to complete the work within one day so that you will not be left without heating. If for any reason this is not possible we will provide alternative sources of heat for use in the evening and overnight, depending on need and the time of year.

External works

As part of our Improvement Programme the exterior condition of your home will be assessed. Work could include:

- replacing existing timber or metal windows with PVC-U windows
- replacing external doors and frames
- repairing roofs, guttering, downpipes and soil and vent pipes
- repair wall surfaces where necessary



Electrical works

Electrical works may be necessary to make sure your home meets all safety standards. This will involve re-wiring and the electricians may need to:

- go into all the rooms in your home
- access wiring under floors or in the loft, so you will need to lift carpets and floor coverings. Your Customer Liaison Officer will let you know if this is needed
- disconnect and make safe any electrical item that does not comply with the relevant regulations. The electrician will discuss this with you

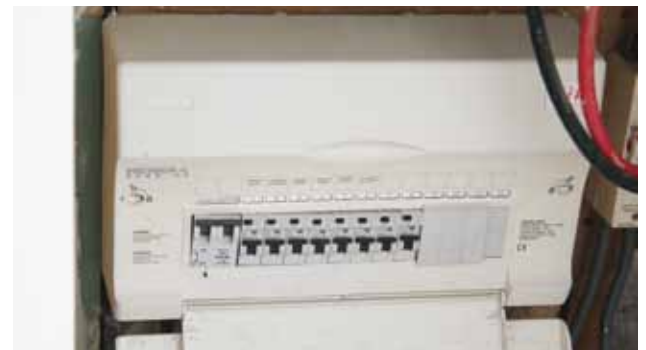
This work is necessary to make sure your home meets current health and safety standards. If you refuse this work then no other internal work will be done to your home.

As part of the works, old fuse boxes will be replaced with modern circuit breakers. This means that if a fault occurs in a piece of electrical equipment the circuit breaker can be easily re-set once the fault has been identified.

The new electrical system will include two smoke detectors (wired to the mains), one on the landing and one in the hall. Flats will have one detector placed in the hall.

All new wiring that is needed will be channelled into walls, covered with a steel cap and plastered over. This does mean unavoidable damage to existing decorations.

In certain circumstances following a full re-wire, we may be able to offer you a contribution towards the costs of any redecoration you wish to carry out. Your Customer Liaison Officer can discuss this with you.



Communal areas

In conjunction with the Improvement Programme, we will also be carrying out upgrades to communal areas of our blocks. An assessment of each block will be carried out to determine what work is required. The work may include:

- upgrading of door entry systems to a fob system
- ceramic floor tiling
- painting or rendering of all walls
- all rails and handrails painted
- upgrading of lighting to energy efficient lights
- full fire risk assessment carried out of each block and any appropriate action taken

LMH will fully consult with tenants and leaseholders before any work starts, and will give tenants and leaseholders of each block the option of selecting a package for their block, each package will include a choice of floor tiling and a particular colour for the painting/rendering of the walls. The package that will be used for each block will be dependant on the majority option selected by tenants and leaseholders within the block.



Code of conduct

All of our contractors, workers and staff are instructed to follow our Code of Conduct. This gives them detailed guidelines about what is acceptable and what is not.

Our team will always

- carry identification badges and show them to you before they enter your home
- keep appointments
- explain the work they will be doing, how long it will take and how it may affect you
- treat you and your home with respect
- wear appropriate clothing
- use clean dust sheets, keep dust to a minimum and clear up at the end of each day
- follow all safety guidelines and work in a safe way



- make sure services are disconnected only when necessary and for the minimum time required
- be sensitive to your needs and discuss them with you
- follow our Equality and Diversity Policy (copy available on request)



Complaints and compliments

We are always pleased to receive feedback, good or bad, as this helps us to improve the services we offer.

We try and resolve complaints quickly and informally. If you feel that you need to make a formal complaint, please ask for a copy of our leaflet which explains the process and includes a form to fill in.

Contact numbers

Repairs:

T: 0800 678 1894

North West Area Housing Office:

T: 0800 678 1892

North Area Housing Office:

T: 0800 678 1892

East Area Housing Office:

T: 0800 678 1891

West Area Housing Office:

T: 0800 678 1893

South Area Housing Office:

T: 0800 678 1893

Head Office:

T: 0800 678 1890

Gas Servicing

T: 0800 678 1894

RAISE (money advice)

T: 0151 291 7850

Council Tax Enquiries

T: 0151 233 3008

Our team will never

- start before 8.00am or finish later than 5.00pm without agreement
- miss appointments without notifying you
- turn up unexpectedly
- move or use your belongings without your permission
- leave tools, materials or rubbish lying around at the end of the day
- smoke anywhere on or near the site
- drink alcohol anywhere at any time
- use foul or abusive language
- use your toilet facilities without your permission
- bring food or drink into your home
- play the radio or music
- use a mobile phone while driving
- speak or act in a disrespectful way towards you or your family

None of these situations should occur. In the unlikely event that they do, please report the incident immediately to an appropriate member of the site team.

Safety and security

Children

- keep children away from all work areas, tools and equipment
- make sure they do not go near or climb on scaffolding
- move their toys away from work areas
- take extra care when windows and doors are open for work to be done
- never leave children unsupervised in your home whilst work is being done

Pets

- keep pets away from work areas, ideally in a secure part of the garden or in a separate room
- let us know if you have any pets that are wary around strangers or visitors

Keys

- if you work full-time, or have appointments that you cannot change, discuss key holding arrangements with your Customer Liaison Officer
- do not leave your keys with anyone under the age of 16

Dust

- workers will take every precaution to prevent dust affecting you or your home, but if you

have any health concerns regarding dust, please talk with your Customer Liaison Officer

Electrics, water and gas

- always listen to the instructions given to you by the electrician working in your home
- do not turn services back on – we will have turned them off for a reason and will turn them back on when it safe to do so
- sockets and switches might be left loose from walls so surfaces can dry. The electrician will tell you which can be used and will also make sure you have power available at the end of every day

Paint and plaster

- avoid going near or touching any finished surfaces to avoid damage to your clothing and the work that has been done

Scaffolding

- please allow access on driveways and paths for us to put up scaffolding if required
- ensure that doors and windows are kept secure when scaffolding is in place
- do not go near the scaffolding, and report anyone who does to a member of the site team or your Customer Liaison Officer



Tools, materials and equipment

- please take care around equipment and materials, and never touch any tools (all materials and tools will be removed at the end of each day)

Personal security and valuables

- make sure you know what our identification badges look like, and always ask to see them

- follow this simple rule about visitors and callers to your home - **if in doubt, keep them out!**



- before work begins, lock away any personal valuables so they cannot be seen. We will treat any allegation of theft seriously and will always inform the police and work closely with them

Insurance

- we strongly advise you to tell your insurance company that work is being done in your home (if you don't, your policy may not be valid if you need to make a claim)





For more helpful energy saving tips please contact
The Energy Saving Trust.
www.energysavingtrust.org.uk
or for free advice call
0800 512 012

Energy tips

Heating

- set your heating to go off 30 minutes before you leave the house, and come on again 30 minutes before you expect to return, rather than leaving it on all the time
- turn the heating thermostat down by one degree. This could save you around £30 a year
- make sure your radiators are not obstructed by curtains or furniture
- draw your curtains at night to help keep the heat generated inside your rooms. During the day keep them open to let in natural light and heat from the sun

Electrical appliances

- use energy efficient light bulbs which use less energy and last up to ten times longer than standard bulbs
- turn off household appliances such as microwaves, TVs, videos, music systems, and computers when not in use, as they continue to use energy when they are left on standby

Fridges and freezers

- don't leave the fridge door open longer than needed, don't put hot or warm food straight in the fridge – this makes the fridge work harder and increases the energy required

- defrost your fridge frequently
- avoid putting your fridge near an oven or boiler

Washing machines, tumble dryers and dishwashers

- use a low temperature setting and only wash full loads or use a half-load or economy programme
- in summer, dry your clothes outside if you can, rather than using a tumble dryer
- when drying your clothes indoors, use a clothes rail instead of a radiator as this stops the heat from reaching the rest of the room
- most modern dishwashers actually use less energy and water than washing up by hand

Cooking

- use a pan which is the same size as the cooker ring to prevent heat loss
- use a lid on saucepans where possible, so the contents heat up faster and require less energy
- consider using pressure cookers, steamers and microwaves which use less energy

Hot water

- when using a kettle, only boil as much water as you need
- if you have a standard shower it will use around 40% of the water required for a bath

Any questions?

Here are some of the most common questions we have been asked. If what you need to know isn't covered, talk to your Customer Liaison Officer or get in touch with your neighbourhood office.

Will this work affect my rent?

No. Your rent only changes in line with the annual rent increase.

Do I have the right to refuse work?

Yes, but it is important to note that electrical works are not optional and you will be required to give us access to carry out such work.

If I am on holiday or in hospital when you plan to start will I be missed out?

No. Tell your Customer Liaison Officer in plenty of time and we can change your start date.

Will I be getting the same work done as my neighbours?

Not necessarily. It depends on the condition and age of existing fixtures and fittings. Each property is assessed separately.

Can I change my mind once I have chosen my kitchen/bathroom?

You have a 14 day 'cooling off' period after you make your choice, unless work is due to start imminently in which case you may not be able to change your choice. If you do wish to change your choice you must contact your Customer Liaison Officer to discuss if it is possible to do so.



I do not want the workers using my facilities. Where will they go?

Contractors will not use your facilities without your permission; we will provide facilities for all workers close to the area of work.

What will happen if any of my belongings are damaged or go missing?

It is your responsibility to pack away all valuables safely and to make the necessary preparations (see checklist on page 10) before we start work. If anything is damaged or goes missing, report it to one of the site team immediately.

Members of my family suffer with breathing difficulties. What about dust?

It is very difficult to prevent dust completely. If you think you will be severely affected you should talk with your Customer Liaison Officer.



I have a baby and need heat and water at all times. Will this be possible?

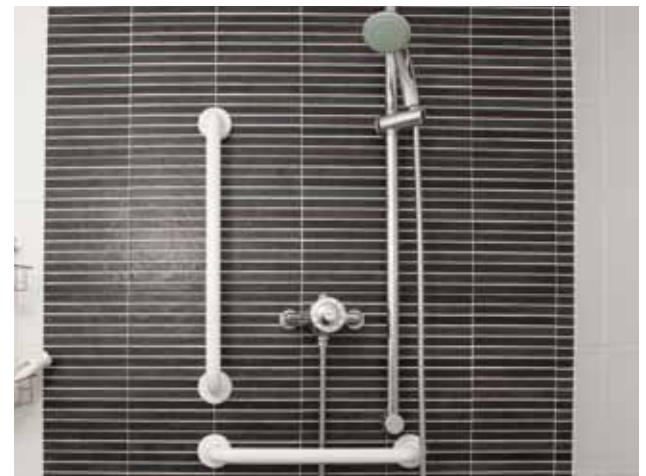
We only disconnect services for the minimum time possible and will always tell you in advance so that you can make alternative arrangements.

Will I need to move out whilst works are being carried out in my home?

No, we can carry out the work with you at home. If it gets too dusty and noisy, we can offer you an alternative place to stay during the day.

I am in ill health and require adaptations in my home, what do I do?

An Occupational Therapist (OT) must assess your needs and the adaptations you require. Your Customer Liaison Officer will give you contact details for an OT, who you will then need to ask for an assessment. If you have already had an assessment carried out by an OT, please tell your Customer Liaison Officer.



Can I purchase additional fixtures, like more cupboards for my kitchen?

Yes. Discuss this with the kitchen designer who helped develop your kitchen layout. If you choose to purchase extra units, they will advise you of the costs and you must pay in full within 14 days.



What if I have laid laminate flooring?

We will use floor protection. However, if you are having central heating or electrical work, you may need to take up any laminate flooring and refit it. We may be able to arrange to do this for you, but we and our contractor will not be held responsible for any damage caused.

Is there a decorating allowance?

We will re-decorate kitchens and bathrooms if they are included as part of the improvement works. If we carry out a full electrical rewire which causes damage, we may be able to offer a contribution towards redecoration costs. This would be paid in vouchers, not cash.

What happens if you suspect asbestos?

If whilst carrying out improvement works in your home we suspect asbestos material we will arrange for a test to be carried out to determine if the asbestos needs to be removed.

If the asbestos material does need to be removed you will be informed immediately and our contractor will arrange to do this as quickly as possible. On the day that we remove the asbestos you and your family may not be able to remain in the property, if you do not have anywhere to go for the day, we will be able to arrange a respite facility, your Liaison Officer will provide you with further details if this is required. Once the asbestos has been removed, an air test will be carried out to ensure the property is safe.



Can other tenancy issues affect my place on the programme?

Yes, the following tenancy issues may affect your place in the programme:

Rent arrears

Rent arrears without a repayment agreement, or not keeping to a repayment agreement, may mean you will be suspended from the Improvement Programme. If this happens we will notify you in writing to give you the opportunity to arrange a repayment agreement.



Annual gas safety service

If your Annual Gas Safety Service is overdue because we have been unable to gain access to your property, you may be suspended from the Improvement Programme until this is carried out. If this happens we will notify you in writing to give you the opportunity to arrange for the Gas Safety Service to be carried out.



Right to buy

If you apply for the right to buy before work starts, then all work on your home will be put on hold pending the outcome of your application.

Tenants views

"They were really professional. We have quite a lot of older people in our street and they really took care of them when all the work was going on." **Tenant**

"The LMH Open Days are great. You get to see everything there and then. You can pick out tiles and choose worktops. It's really quite exciting." **Tenant**

"Manufacturers had never seen tenants being so demanding. We would say 'show us your best stuff' and ask them to prove it!" **Tenant Selection Panel member**

"They've installed a brand new heating system with new radiators and a combi boiler. It's really economical!" **Tenant**

"Bog standard social housing products were out of the question. We had adopted the LMH Standard." **Tenant Board member**



"Only the best is good enough for us – whether it's contractors or products."

Tenant Board member

"It feels brilliant. It's like a brand new start, the kids are made up. I'm so proud that I'm doing the decorating on my own, bit by bit. I keep taking pictures and showing everyone." **Tenant**

"To prove the enamel on their bath was durable, the manufacturers took a sledgehammer to it. We were impressed because they could justify their claims." **Tenant Selection Panel member**

"I love my kitchen! I've been baking fairy cakes with my daughter for the school. We can do a lot more things in this kitchen now." **Tenant**



Translation, braille, audio tape and large print available on request.
Call LMH on 0151 235 2328.

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328. (Polish)

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328. (Lithuanian)

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328. (Somali)

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328. (Spanish)

可以根据你的要求提供翻译文本和其他版式的文本，请致电 0151 235 2328. (Chinese)

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کرنے جاسکتے ہیں، برائے کرم پرفون کریں۔ 0151 235 2328. (Urdu)

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে নম্বরে ফোন করুন 0151 235 2328. (Bengali)

अनुवाद और अन्य रूपविधान प्राप्त करने पर उपलब्ध हैं कृपया पर सम्पर्क कीजिये 0151 235 2328. (Hindi)

Repairs:

T: 0800 678 1894

North West Area Housing Office:

3 Mark St, Liverpool L5 0RF

T: 0800 678 1892

North Area Housing Office:

3 Falklands Approach, Off Parthenon

Drive, Liverpool L11 5BS

T: 0800 678 1892

East Area Housing Office:

Unit One, Montrose Business Park,

Edge Lane, Liverpool L7 9PX

T: 0800 678 1891

West Area Housing Office:

172 Park Road, Liverpool L8 6SJ

T: 0800 678 1893

South Area Housing Office:

4 Smithdown Place, Liverpool L15 9EH

T: 0800 678 1893

Head Office:

Commutation Plaza, 1 Commutation Row,

Liverpool L3 8QF

T: 0800 678 1890

E: info@liverpoolmh.co.uk

www.liverpoolmutualhomes.org