



OLDHAM HOME ENERGY IMPROVEMENT PROGRAMME

Preparing you for the improvement works to your home.

This leaflet details the improvement works happening to your home as part of the Oldham home improvement programme. In this document, we let you know:

- The improvements you are likely to receive
- What will happen before the work starts
- What happens once the work is finished
- How you can get in touch with us if you have any questions about the programme.

Overview.

We will be making improvements in your home to improve its energy efficiency, making it easier to heat and capable of keeping that heat for longer.

Through our programme of improvement works, we will be installing a variety of measures which may include:

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- Internal doors trimmed at the bottom; this will allow air to be circulated around your home.
- New extractor fans installed in your bathroom and kitchen.
- Upgraded loft insulation.
- New double-glazed windows and doors. *Please note this will only be on homes that have not had new windows or doors upgraded previously.
- Roof replacement *Only on roofs which have not been replaced recently.
- External wall insulation to the rear wall of your home.
- Internal wall insulation to the front wall of your home.
- External, Internal or Cavity wall insulation to the side wall of homes at the end of a terrace. *Please note, this is yet to be confirmed and is subject to planning approval from Oldham Council.
- General repairs to damaged brickwork or guttering / downpipes.

The work to each home will vary depending on the type of property. This booklet will make it clear what measures you are receiving.

The works will be carried out by our contracting partner Sustainable Building Services (SBS), who are experts in providing new energy saving solutions. We will work closely with SBS to keep you up to date at every stage of the process, so you know what is happening in your home and when.

What work will be done on your home.

Your address

We have ticked the measures that you will be receiving below. If your neighbour's homes differ from yours they may be receiving different measures.

- | | |
|---|---|
| ☐ New external front door and/or rear doors | ☐ New extractor fans in both kitchen and bathroom |
| ☐ New windows | ☐ Improved loft insulation |
| ☐ External wall insulation to the rear wall of your home | ☐ Roof replacement |
| ☐ Internal wall insulation to the front wall of your home | |

Please note, internal wall insulation to the front wall of your home will require the removal of skirting boards and your current floor covering will be stripped back.

The internal wall insulation will be fitted behind the skirting boards to reduce the heat loss. Skirting boards and floor coverings will then be refitted around the new internal wall insulation. The internal wall insulation will be plastered and painted once completed.

We will be issuing a £150 goodwill gesture for each customer for the inconvenience caused by this, and to help towards any redecoration costs.

This will be a one-off and non-negotiable offer, after works are completed. Our team will be in touch to let customers know when and how you will be receiving this goodwill gesture payment.

This does not compromise your right to complain where the works does not meet the standards expected. Please see the complaints section on the last page of this booklet for more information.

Before the work starts.

A member of the team from SBS will visit you to conduct a 'getting to know you' survey, where they will explain exactly what will happen and what you may need to do before the work starts.

During the visit, they will:

- Discuss any relevant medical conditions, special requirements or personal circumstances that you need us to consider during the work.
- Agree access arrangements.
- Discuss any items that need to be removed to allow the works to take place.
- Ensure we have your current contact details and preferences.

We also need to take photographs of your home for our records, and we will highlight any visible damage to you before we start the work.

The date the work is likely to start on your home:

Dates may change during the programme; SBS will send you a letter confirming the start date on your home 14 days before work begins and again 7 days before the start date.

Please note that external works are weather dependent. SBS will contact you if there is a delay to your start date as a result of bad weather.

Important reminder - providing access.

Both Onward and SBS will need to visit and work in your home multiple times to plan and complete all the work.

We will agree access arrangements with you in advance. It is important that we can get into your home on those agreed dates to ensure the works is completed on time and in the right order.

We will be in touch with you regularly and have provided our contact details in case there are any issues. If you need to change any appointments at short notice, please contact the site office using the contact details within this leaflet to re-arrange

Meet the Team

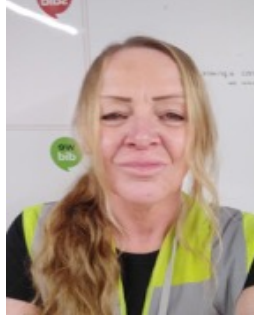
Your SBS Support Team



Brian Marshall
Senior Site Manager
07794 721 305



Andy Roberts
Contract Manager
07805 695 513



Michelle Lewis
Tenant Liaison Officer
07736 290 986

We appreciate your cooperation whilst these works are being carried out. If you have any questions about the improvement work on your home, please contact Michelle Lewis who will be your main point of contact.

Please note our working hours are:

Monday - Thursday: 8am - 5pm Friday: 8am - 4pm

Our site office will be located at: 77 Trafalgar Street, Oldham OL1 2HN

Your Onward Support Team



Tom Elford
Project Manager



Tracey O'Neill
Assistant Project
Manager



Helen Walsh
Customer Lead

If you require any additional help or support from Onward that is not directly concerning the improvement works, please:

- contact our Customer Contact Centre on **0300 555 0600**
- use your My Onward account
- or email CustomerServices@onward.co.uk
- For specific questions about the improvement works, please use the email warmer@onward.co.uk

What you can expect from us.

Onward is committed to keeping you fully informed about what we do and how we do it throughout this programme of works.

We will aim to:

- Listen to you and be positive, helpful and professional.
- Try to resolve queries at the first interaction, but when we can't, we will see things through and keep you updated.
- Be open, honest and transparent.
- Embrace diversity and treat everyone fairly.
- Take account of any particular needs that you may have and try to accommodate them.
- Provide relevant, clear and accessible information in a timely manner.
- Create opportunities for you to feedback on our performance and have your say.

What we expect from you.

We want to have positive relationships with all our customers and aim to provide the right level of support to you wherever it is needed.

To help us achieve this throughout the works to your home, we ask you to:

- Respect our staff and contractors.
- Provide us with access to your property to complete the works.
- Have respect for your neighbours and the local community.
- Let us know when we haven't got something right.

Have your say and get involved.



Several of your neighbours have agreed to stay in touch during the improvement work and to let us know how things are going. We will arrange to meet up with them regularly during the programme to help us tweak any information we send to you and talk about the programme.

If you would like to help us by sharing your views while the work is being carried out, or share some feedback about Onward's services more generally, we would love you to join our Customer Engagement Community.

The Community is a group of customers who we contact regularly, providing them with chances to feed back and updating them on what has changed as a result of that feedback. Membership also gives you free entry into a monthly prize draw to win shopping vouchers.

To be included just tell one of the team you are interested, email customerengagement@onward.co.uk or call us on **0300 555 0600** to register your interest.

Our complaints procedure.

We don't always get things right first time. If you do have any problems with any of the improvement works, please report it to SBS and our project team straight away using the contact details within this leaflet, and we'll do our best to address the problem quickly.

If you believe the service you have received really hasn't been up to standard and you wish to make a formal complaint, you can contact us in one of the following ways:

- Any of the Onward contact methods on the previous page
- In writing to Onward Homes, 2 Christie Way, Renaissance Court, Manchester M21 7QY

We will respond to your complaint in line with our Complaints Policy.



Get the most up to date news on the Oldham improvements programme by scanning the QR code with your phone camera.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07793 795882**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07793 795882 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07793 795882 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07793795882 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07793 795882，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07793 795882, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07793 795882 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07793 795882, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەیە بۆ تیگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07793795882 یان ئیمەیلێکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07793 795882, ou envie um email para customerservices@onward.co.uk.