

A Decent Home

Version 1, June 2006



watmos
COMMUNITY HOMES

A Decent Home

WATMOS Community Homes (WATMOS) through the Tenant Management Organisation (TMO's) aims to ensure that every one of its homes remains in a decent condition no matter how long you live in it.

We will work together with tenants to keep your home in good repair increasing choice, and independence, vital to you and your communities' well being.

What are Decent Homes?

We carry out regular maintenance to all our homes but every building requires some form of major work during its life. This can include renewing parts of the building such as the roof or carrying out improvements to bring your home up to modern day standards such as installing double glazing or upgrading the heating system. Other regular maintenance works can include

- New kitchen and bathroom
- Lift installation
- Electrical work
- Heating installation

WATMOS is already committed to the Government target of all social housing achieving a decent homes standard by 2010. This standard ensures that all homes are wind and weather-tight, economical to keep warm and have reasonably modern facilities.

Consultation

We are committed to consulting residents at all stages of carrying out major works to give you a decent home. The type of consultation will depend on the works we are planning to do. For example, if we are planning a lot of work with major changes that affect you and your community, we will organise public meetings to give more information to residents than if we were carrying out minor cyclical works such as the redecoration of communal areas.

We will also aim, where practicable, to give tenants a choice. For example

- Type and colour of kitchen unit doors.
- Type and colour of worktop surfaces.

How will I know when the works are due to start?

Tenants are issued with either a handbook from the approved contractor or a letter which explains what works will be taking place. We will also inform you of any public meetings in advance of proposed major works to your home.



What can you expect once the works start?

We will provide on site support and supervision. Depending on the size of the scheme, this will include some or all of the following

- An emergency number to ring in case of a major problem with the scheme.
- On extensive works programmes a Resident Liaison officer to give you advice and support during the works.
- A complaints book located at your TMO office.
- Notification about specific activities that may affect you for example if the water or electricity is going to be turned off.
- Clerk of Works supervision and contract administration.

When works are finished, tenants will be given a customer satisfaction questionnaire to complete. Your views on how the major works process was completed will assist us in planning future major works programmes.

What we ask of you

- Allow approved contractors to gain access to your home by keeping appointments and allowing immediate access in an emergency.
- Wherever possible, make the effort to attend meetings when required.
- Take responsibility for your children at all times and take precautions to prevent them from tampering with any equipment or disturbing the works process in any way.
- Keep pets under control at all times whilst works are being carried out.
- Inform WATMOS or the police of any incidents of vandalism to approved contractor's equipment.

- Raise compliments, comments and complaints through your TMO.

Leaseholders

If you are a leaseholder, please consult your Leaseholders Handbook.

Customer Satisfaction

We seek the views of customers from all sections of the community, welcoming feedback and new ideas to assist us to improve and develop our services. We will welcome your views and use them to improve our service.

Reporting to Tenants

WATMOS will report to our tenants on how well we and the TMO's deal with achieving and maintaining decent homes in our Annual Report.

Complaints about the Service

Your TMO has a complaints procedure for you to use if you are unhappy about the way WATMOS or your TMO deals with any major works to your home. Leaflets on how to compliment, comment and complain are available from your TMO office, details of which are at the end of this leaflet.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

📠 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

📠 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

📠 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

📠 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

📠 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

📠 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

📠 01922 682539

✉ twincrescents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

📠 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk

This leaflet is about **A Decent Home**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following:

Large print, Braille, audio tape or other languages.



