

livin Works

Your External Home Improvements



Your external home improvements may include one of the following works:

- Roofing
- Guttering
- Render
- Fencing
- Pointing

Through the improvement works, your Customer Liason Officer will give you a diary of works so you know what to expect each day. It will show who will be working in your home and the type of work they will be carrying out.

We will also let you know if any areas of your home need to be restricted for safety. This helps you plan your time and feel prepared while the work is taking place.

Before the team arrives, we may ask you to:

- ✓ Remove any exterior ornaments or fixtures to the walls of the property.
- ✓ Remove any security lighting/CCTV cameras.
- ✓ Where alarms have to be disconnected or scaffolding is required we recommend you contact your home insurance company to inform them of the temporary changes.
- ✓ Remove all garden items such as plant pots, plants and garden furniture, BBQs and ornaments to a safe location.
- ✓ Clear away all rubbish, toys or waste from the property.
- ✓ Please make sure any animals or pets are safely restrained so everyone can stay safe and avoid any accidents or injuries.

If you are unable to do any of the tasks listed above please get in touch with us and we will offer further support.

Will access to my home still be available?

There may at times, for safety reasons, that some areas of your home will be restricted, however your CLO will discuss this with you.

Will you need access to the inside of my home?

Occasionally we will need access to your home for things such as boiler access or window replacements. We will always let you know ahead of time.

How long will scaffolding be up if it is required?

Scaffolding may be required for two to six weeks for some works, but this will be confirmed when the CLO visits your home.

Will roofing work be noisy?

We will keep disruption to a minimum and work within agreed hours. There will be some noise from scaffolding and removing or installing tiles.



contactus@lavin.co.uk



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