



What to expect...
Working in your home

LOVELL
RENEW



Contents

Introducing the Lovell team	2
Keeping you up to date	3
Minimising disruption	5
Understanding your needs	7
The refurbishment process	8
Health, safety & security	9
Our commitments to you	11
Energy saving tips	13
Condensation prevention tips	14
Your feedback	15
Complaints process	16
Personal information	17
The Lovell way	18
Diversity and inclusion	19
Helping your local community	20
Notes	21



Introducing the Lovell team

Your landlord has engaged Lovell to carry out refurbishment work to your home. We were established in 1971 and have over 50 years' experience. We are specialists in this work and refurbish thousands of homes every year.

Our site teams are very experienced. They will work efficiently to cause you as little disruption as possible while working in and around your home.

At the heart of every refurbishment is one of our Resident Liaison Officers (RLOs). It's their role to prepare you for the coming work. They will stay in touch with you before, during and after the work. Should there be any issues, they will be your first point of contact.

All staff visiting your home will show photo ID badges. Please ask to see this ID before letting anyone into your home. If you have any doubts, refuse access, and then call your RLO or any of the Lovell contact numbers you have been given immediately.

Our number one priority is to make sure you are safe, happy, and well-informed throughout the works.

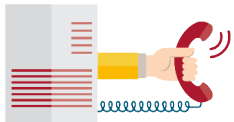


Keeping you up to date

Our Resident Liaison Officers (RLOs) will keep you up to date with everything related to the work in and around your home. They are the link between you, your landlord, the project team, and the installation team.

"I am so happy with my new kitchen, excellent work, the workmen were lovely and polite, always cleaned up after themselves, such a lovely kitchen."

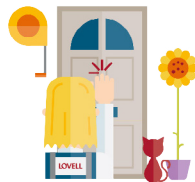
From a resident who had work done by Lovell



1. Before work starts:

We will contact you to arrange survey appointments. If you need to change agreed appointment dates, please let us know as soon as possible.

We will contact you by letter, email, or text (your preference) a few weeks before we plan to start the work. This will be to arrange for your RLO to visit you to discuss the work plan.



2. Pre-start visit:

During the appointment, your RLO will explain the work and how long it will go on for. They will answer your questions and talk you through how you can prepare before work starts. They will also take photos of the areas where the work will happen. Your RLO will make a note of any special requirements you may have.



3. During the work:

On the day work is due to start, your RLO will contact you in the morning to confirm what will be done on that day and who will be in your home. They will be able to answer any questions or concerns you have while the work is being done.

We will give you an out of hours number for any emergencies that happen outside of our working hours.



4. Aftercare:

Once work is complete, your RLO will ask you to complete a Customer Satisfaction Survey. We will contact you again approximately 4 weeks later to make sure you are happy with the completed work.



Minimising disruption

We know that refurbishment works can be disruptive, and we will ensure this disruption is kept to a minimum.

Some of the things **we** will do to minimise disruption:

- ▶ Contact you the way you want to be contacted either by phone, text, letter, or email.
- ▶ Let you know what work we will be doing in your home and how long it should take.
- ▶ Ask you to tell us about any illness or special requirements of anyone in your household .
- ▶ Help you prepare for the work if you are physically unable to move furniture or ornaments.
- ▶ Provide protection to avoid damage to your belongings.
- ▶ Ensure all services (gas, electric, water) are in place at the end of each working day.
- ▶ Provide rest areas.



Some of the things **you** can do to help the work run smoothly:

- ▶ Allow access to us on the agreed dates and times for us to carry out the work.
- ▶ Clear all areas where we are working, including the loft area if necessary.
- ▶ Put away your valuables in a secure place.
- ▶ Remove ornaments and pictures from the walls.
- ▶ Let your Resident Liaison Officer (RLO) know if there is a change in your circumstances.
- ▶ Let your RLO know if the work is starting to feel stressful and too much.



Our staff have ID badges with photos. They will show the badge to you when they arrive at your home. If they don't show you their badge, please ask to see it before you let anyone into your home. If you have any doubts, refuse access, and then telephone your RLO immediately.



Understanding your needs

When your Resident Liaison Officer first visits you, they will ask you some questions.

They ask these questions to get to know you and your household. They then use this information to work out the best way to support you through the work.

We will ask you about:

- ▶ Special requirements you or members of your household have, such as languages spoken at home, mobility, medical issues or beliefs/faiths etc. which we may need to consider during the work
- ▶ Children or pets in the household
- ▶ Shift working patterns and holidays
- ▶ Special access arrangements
- ▶ Your preferred method of contact – phone, mobile, text, letter, email etc

Other ways we can help:

- ▶ Your Resident Liaison Officer will be sending letters via email so you can use assistive technology if needed to help read letters
- ▶ Liaising with relatives, carers or neighbourhood housing leads who support you

The refurbishment process





Health, safety & security

We want to keep you and your home safe. We are experienced at delivering refurbishment work safely. Here are a few things to be aware of to help keep everyone safe.

How we keep you safe

All our staff and supply chain members carry identification cards with a photo. When a member of our team arrives, please ask to see their identification card. If you have any doubts, contact your Resident Liaison Officer (RLO).

We will contact / visit you regularly to keep you informed and ensure you are happy with any work we've completed to date.

How you keep others safe

Please keep children away from areas where we are working. Be aware of areas of unfinished work throughout the time that we are working in your home.

Please make sure children under the age of 16 are not left alone in your home when we are working. There must be an adult in your home while we are working.

Please keep pets away from the work areas and our workers.

"The team have been amazing. Wouldn't even know that they'd been here. They leave it so clean! I'm really grateful for everything. Thank you. Amazing."

From a resident who had work done by Lovell

How we keep work areas safe

We will make sure access areas and routes are kept clear. This includes internal hallways, external paths, and driveways.

If we need to do work to the outside of your home, we may need to put up scaffolding. Please do not tamper with or climb on the scaffolding.

How we keep your home safe

We will put down floor protection on the routes to and from the work area and cover any belongings that cannot be moved i.e., heavy appliances, with dust sheets.

Where possible, we will help move your belongings if you are not able to.



Our commitments to you



Health, safety, wellbeing

We will

- ▶ Restrict access to scaffolding to minimise risk to security and safety.
- ▶ Ensure ground floor ladders are removed or disabled overnight.
- ▶ Carry out safety inspections and risk assessments.
- ▶ Provide ramps, or signed diversions, for wheelchairs and prams where required.
- ▶ Never smoke in your home.
- ▶ Never enter a home where there are unaccompanied children.
- ▶ Wear suitable corporate clothing with visible logo.
- ▶ Keep materials and plant within site boundaries.



Respecting you

We will

- ▶ Never use your toilets or washing facilities without permission.
- ▶ Ensure services are re-instated on a daily basis.
- ▶ Not use bad language or improper conduct.
- ▶ Always carry identification and always show it when we call.
- ▶ Restrict the use of mobile phones.
- ▶ Provide contact details for site management.
- ▶ Keep you informed of works daily.
- ▶ Listen, and deal with complaints quickly.
- ▶ Provide an out-of-hours service 24/7.



Respecting your home

We will

- ▶ Not leave tools in your home overnight.
- ▶ Remove waste, clean and tidy up daily.
- ▶ Keep the area where we are working clean and tidy.
- ▶ Protect your floors, carpets and possessions.
- ▶ Never eat in your home.

We are committed to respecting you and your home. Our staff have the right to work free from aggression or abuse and we expect them to be treated with courtesy and respect while working to refurbish your home.



Energy saving tips

Below are some tips from The Energy Saving Trust to help you save money on energy bills in Great Britain.

- ▶ Turn your appliances off standby mode.
- ▶ Turn lights off when you're not using them.
- ▶ Wash your clothes at 30 degrees.
- ▶ When drying clothes inside, dry them on racks inside in a well-ventilated room. Dry them outside in warmer weather if you can.
- ▶ Only boil the water you need in the kettle.



Search 'Energy Saving Trust energy at home'.

Condensation prevention tips

The three main causes of condensation are:

- ▶ moisture produced by everyday activities.
- ▶ not enough ventilation.
- ▶ cool temperatures.

You can stop moisture building up by:

- ▶ Opening a window or vent for at least 20 minutes after showering, bathing, or cooking.
- ▶ Running cold water first when running a bath, then adding the hot. This will reduce condensation by 90%.
- ▶ Using any extractor fans you have. Many fans we install are automatic and will run when they detect moisture in the air.
- ▶ Keeping your bathroom and kitchen doors closed during and after use.
- ▶ Wiping condensation off your windows and sills.

You can ventilate your home better by:

- ▶ Opening windows and/or using extractor fans when cooking or washing.
- ▶ If drying clothes inside, trying to do it in a small room and having a window open.
- ▶ Not blocking air vents.
- ▶ Not putting furniture next to walls – making sure to leave a gap to let the air flow.

Your landlord should be able to provide help and advice too.



Your feedback

Residents are at the heart of our refurbishment work. We do everything we can to make sure you can carry on with your day-to-day routine while we're working in and around your home. We want you to be excited about the refurbishment work and the benefits it will bring.

If you have questions, concerns, or feedback during the work, you can contact your RLO. They will be happy to help.

Resident feedback is important to us. We are always looking at how we can improve the experience for residents.

Once we've finished the work in your home, your RLO will ask you to complete a Customer Satisfaction Survey. The survey is short and is designed to gather feedback on your experience of the Lovell team. Please do take a few minutes to give us your thoughts.

We will contact you again approximately 4 weeks later to check in on you and to see if you're still happy with the work.



Thanks for doing exactly what you said you would do in the time. Also thank you for respecting my home with removing rubbish and keeping it as clean as possible."

From a resident who had work done by Lovell



They were professional. Explained everything well and gave lots of information. Solar panels look good. The workers were friendly and finished quickly."

From a resident who had work done by Lovell



Complaints process

Who should I contact with my complaint?

Please go to your Resident Liaison Officer (RLO) with any complaint.

Do I need to write a letter to submit my complaint?

We accept complaints verbally (your RLO would then write down your complaint so that we have a written record of it). You can also submit a complaint via letter, email, or text message.

How long will you take to acknowledge my complaint?

We aim to acknowledge complaints within 2 working days.

How long will you take to let me know the outcome of my complaint?

We will aim to let you know the outcome of your complaint within 10 working days after we've acknowledged it.

What should I do if I'm not happy with the outcome of my complaint?

Our complaints process has 2 stages. If you aren't happy with the outcome of the stage one complaint, you are entitled to ask us to move it to stage two, where it will be looked at by a different team.



Personal information

At Lovell, we are committed to protecting your privacy.

We only keep personal data that helps us understand your situation. It also helps us to plan the work in your home around your needs.

We keep this data safe and secure. We only give information to the team working in your home that is going to help them meet your needs.

We keep your data for as long as is necessary for us to meet our contractual obligations with your landlord. We then delete your data.

Lovell is registered with the Information Commissioner's Office. This is in line with the Data Protection Act 2018.

Lovell is GDPR compliant.

Ask your RLO for a copy of our Privacy Policy. You can also view it here:



If you have any questions about how we handle your data, please contact your RLO.

the LOVELL way

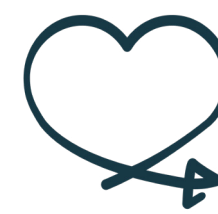
The Lovell way

Our values shape everything we do and how we work with you:



We're easy to talk to

Our staff are friendly and approachable.



We show we care

We will try and accommodate your needs and help where we can.



We do the right thing

We complete work in your home to a high standard, safely.



Diversity and inclusion

'We do the right thing' is one of our key values. We treat everyone fairly and want to provide excellent service for all residents.

Our staff all go through diversity training. We encourage staff to keep on learning. We introduce positive changes in our policies and work practices because of what we learn.

We treat all residents with respect and expect the same respect for our work teams.



We do the right thing

Helping your local community

We have 3 core values at Lovell:



We do the right thing.

We are passionate about helping the communities where we work thrive. We do this through the work we do in your home and through community initiatives we lead and support where you live.



We show we care.

We engage with local people to learn about community engagement activities and improvement projects we can support.



We are easy to talk to.

Just let us know if you have a problem or if you have an idea for a local improvement project. Our team is always happy to have a chat.

- ▶ Talk to us if you have ideas about how we can:
- ▶ Help with employment and training for local people.
- ▶ Work with community groups and charities.
- ▶ Improve the environment.

Talk to your RLO or Site Manager and let them know any ideas you have.

The work we do in your home is designed to benefit you. It should make your home better, safer, warmer, healthier, or more energy efficient. While we are working in your home and in your area, we also have an opportunity to benefit your community.

Here are some examples of how we can positively impact communities:

- ▶ Investing in local employment, training, and work experience.
- ▶ Providing opportunities for local suppliers.
- ▶ Working with local schools and colleges.
- ▶ Volunteering and supporting local charities and community groups.
- ▶ Sharing energy efficiency measures and benefits to health.
- ▶ Safeguarding and help for local vulnerable people.

We have a plan for how we can positively impact your local community, but we also want to hear from you with your ideas. Call your RLO or chat to them when you next see them.

LOVELL
RENEW