



Your
Home,
Our
Priority



APS

Arthington Property Services

Working in
partnership
with

**Leeds
Federated**

APS is very pleased to be working with Leeds Federated Housing to carry out improvement works to your home.

We appreciate that this work may be very disruptive at times which is why we have put together this booklet to explain how this may affect you. It also introduces key members of staff and advises on how to contact them.

Our Resident Liaison Officer is dedicated to supporting you throughout the work and will be your main point of contact.

We would like to take this opportunity to thank you in advance for your patience and cooperation.

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How to contact us

Your main points of contact are your Resident Liaison Officer and Site Supervisor.

Site working hours are **Monday to Friday** from **8am to 4:30pm**. The main office phone number is **0113 833 0922**.



Helen Garbutt
Resident Liaison Officer
T 07595 204764



Glen Richmond
Planned Works Delivery Manager
T 07395 711721

Working hours are **Monday to Friday 8am - 4.30pm** and we will be closed on Bank Holidays.

Out of hours

If you have an emergency out of site working hours, relating to the work that we have carried out please contact **0113 386 1000** or email **CHManagement@spsdoorguard.com**

Please note that the following issues are classed as an emergency:

- Major water leak
- Loss of heating or hot water
- Total loss of electricity
- Gas Leak - In the event of a gas leak please contact, National Grid Gas Emergencies (Formally Transco Gas) – 0800 111 999 (This is a 24hr emergency line)

Any other issues should be reported to your Resident Liaison Officer during normal working hours the following day.

Data Protection

Data Protection legislation provides rights for individuals over their data. A list of these Rights, and more information about what they mean can be found at the Information Commissioner's Office website: <https://ico.org.uk>

We hold all our data in a secure data centre and back it up to a separate disaster recovery site. Access to data is strictly controlled and monitored. All devices and servers are kept up to date with security patches and virus definitions. Our systems are regularly audited and tested to make sure that we are following procedures and to detect and address potential security risks.

Your Resident Liaison Officer

Your Resident Liaison Officer will be contactable during site hours - **Monday to Friday - 8am to 4:30pm** (excluding Bank Holidays)

Their role is to:

- Explain what work will be carried out, discuss how long it will take and advise on how to prepare for it.
- Answer any questions or queries that you may have before, during and after the works.
- Complete a Resident Profile to ensure that we fully understand any special requirements that you may have.
- Carry out a survey of your home (and with your permission take photographs of any rooms that we will need to access) to safeguard you against any damage that may occur.
- Keep in touch with you by home visits and by your preferred method of communication for example text, email or telephone call.
- Resolve any complaints or issues that you may have as quickly as possible.

Asbestos Survey

Before we carry out any planned work, we will usually ask for an asbestos survey by a specialist contractor. If you have had other major or planned work carried out recently we may already have a suitable survey, but we will need to ensure that this survey provides us with the information that we require. Please note that our asbestos surveys do not include items owned by you.

If you do not allow access for the asbestos survey, this will delay the start of any following works. It is important that you allow access to all areas necessary including the loft and cupboards. Even though the asbestos survey is intended to identify any asbestos containing materials in the property and in particular in the area where we are planning to carry out the improvement works, on occasion during the strip out works we uncover previously concealed materials.

If this occurs during the works in your property you may encounter a delay to progress as we suspend works to undertake testing to positively confirm asbestos material and then to arrange safe removal from your property if this is necessary.

For further information regarding Asbestos and the survey itself please refer to the LFHA booklet, "Your Guide to Asbestos".

As a duty of care to our workforce and to you, our customer we have provided the following guidance while we are undertaking the relevant work within your Home.

Before we arrange a visit to your home, we will need to clarify a few points in relation to Covid 19, this is to ensure that we are able to undertake our works safely.

1. Are you or any member of your household self-isolating or in quarantine as a result of recent travel or have been diagnosed/suspected with Coronavirus?
2. Are you showing any symptoms of the virus including a persistent cough or high temperature?
3. Do you or anyone in your home fall into any of Vulnerable categories as defined by Government Guidance:
 - a. Underlying medical conditions/ advised by your GP to self-isolate
 - b. Aged 70+
 - c. Pregnant women

If the Answer is (Yes) to any of the above, then we will have to rearrange a second visit to your property.

If the Answer is (No) then we will proceed with works and/or surveys.

Guidance

- Each day when working in your home we will knock on the door, stand back, introduce ourselves and show our ID badges.
- We will be wearing Personnel Protective Equipment including face masks.
- We kindly ask that you ventilate the areas that we will be working in prior to our arrival, this will mean opening windows or doors.
- Please ensure all the work areas are clear of obstructions, we will wipe down all areas with disinfectant throughout the day while undertaking our works.
- We advise that you set up a temporary kitchen area in another room so that you have access to drinks and snacks during the working day. If you require assistance in moving large appliances we are happy to help however we will ask that a disclaimer is signed by you to prevent any claims against the company.

- During the works, we will keep internal doors closed to the area that our staff and tradespeople are in. Please DO NOT enter these areas, this is to protect ourselves as well as you and your household. If you are not able to stay in a separate room during the works please keep a safe 2 metre distance from the workforce and wear a face covering.
- When we leave your property, we will clean down our work areas with disinfectant and remove any waste materials.
- During the working day we will need you to stay in a separate room until our staff and tradespeople have left the property. If this is not possible we ask that you remain a safe 2 metre distance away from the workforce. If you fail to do this we are within our rights to leave your home without carrying out the works required. The visiting staff member will provide you with further guidance on arrival at your home.
- By ensuring we all follow the Guidance, we are keeping ourselves you and your household safe.

Security

- Always ask for identification from all callers to your home. If in doubt, don't let them in.
- You can always contact your Resident Liaison Officer to check and verify a caller's ID.
- Only allow tradespeople into your home if they are wearing the correct identification.
- Always keep doors and windows closed and locked whenever possible, particularly at night, if scaffolding has been erected around your home or the neighbouring property.

Please note that some of our workforce will not have a branded APS vehicle but ALL APS staff and sub-contractors will have an APS ID badge.



You will find that the work is much more likely to run smoothly if you can help us with a few simple things...

- Please let us know as soon as you can if you are unable to keep an appointment, so that we can rearrange it.
- Please reply as quickly as possible to any letters asking you to make an appointment with you and then keep to the dates and times agreed. Prior to any work starting it may be necessary to undertake an asbestos test in your home. If access isn't provided this could delay the start of the works.
- When we have agreed a start date with you, please ensure that access is available to complete the work.

Please let your Resident Liaison Officer know about any dates that you will not be available, such as holidays or medical appointments before a start date is agreed. It is also important that if you are unwell or there are any sudden changes during the works that you let us know as soon as possible.

Your Resident Liaison Officer will send you notification of any start dates, giving you at least 21 days' notice in advance. You will also receive confirmation of any start dates 7 days before works commence.

By working together, we can avoid any unnecessary delays.

Keys

If you are unable to provide access to your home during the works due to other commitments, we can arrange to collect a key from you.

Please contact your Resident Liaison Officer to arrange this. They will ask you to sign a permission form and will keep your key safe throughout the works. Access to your key will only be provided to those who require it.

Please do not give us your only key, if you do not have a spare you will need to get one cut.

What is expected of you?

Please do...

- Treat all APS staff and subcontractors with respect and consideration.
- Pack up rooms affected and store items away from the work area.
- Protect electrical equipment from dust.
- Provide clear access routes to work areas - remove any rugs and hall tables.
- Close doors to rooms where we are not working.
- Once works start, keep children and pets away from the work area for their own safety and to allow us to work efficiently.
- Please do contact us if you need any help or assistance preparing for the works or getting your home back to normal once works are completed. We will be more than happy to help.

Please do not...

- Let anyone into your home without an APS/Leeds Federated Housing Association ID badge.
- Leave your door on the latch - anyone could walk in.
- Give keys directly to a tradesperson. Please arrange this with your Resident Liaison Officer.
- Ask tradespeople to do any additional work or deviate from what they have been asked to do.
- Tamper with the work in progress or start any DIY projects.
- Leave children under the age of 18 on their own in your home whilst works are taking place.
- Unpack boxes too early.

Don't worry...

- Before any work starts, we will put down protective floor coverings through the hallway and up to the work area.
- At the end of each working day, we will check your property to ensure that all work is left safe and tidy. We will also carry out a health & safety and security check.
- Please remember to ask your Resident Liaison Officer if you need any help throughout the works.
- We will let your neighbours know when we are working in your property as this will affect them.

Kitchen Design and Survey

If you are having a new kitchen, your Resident Liaison Officer and a representative from JTC (our kitchen supply company) will visit you to design it.

Together, we will create a new layout, taking your current appliances into consideration. Please note that if you intend to replace any of your current appliances with new, let the kitchen designer know at this appointment so that they can be planned into the new layout.

During the survey you will be shown samples of the choices available to you and be asked to choose from a selection of the following;

- Kitchen units
- Worktops
- Floor coverings
- Wall tiles
- Paint

Once agreed, you will receive a copy of the plan of the kitchen and be asked to sign off your design and choices made.

APS Plumber will arrange to carry out a gas or electric safety test once your cooker is reconnected. If they

find a fault, then they won't be able to reconnect it to the gas or electricity supply. If you have a pre-payment gas or electric meter, you will need to make sure that there is credit to carry out the tests.

IMPORTANT: If your cooker is faulty, then APS will not replace it – this is your responsibility. If we are unable to keep your existing cooking appliance connected during the works we can supply temporary cooking facilities for you.

Prior to any work starting it may be necessary to undertake an asbestos test in your home. If access isn't provided this could delay the start of the works.

Please note that if you wish to keep your own flooring we are unable to guarantee that where existing kitchen units are removed and the new ones are installed there may be visible gaps in your flooring that may show.



Kitchen Installation Preparation

When we are happy that everything is properly covered and well protected, we will safely remove your old fittings and they will be taken away in our vans.

What is involved?

So that you have an idea of what to expect at different times, your Resident Liaison Officer will visit you on a daily basis to update you. If for any reason the order of work needs to change, we will let you know as soon as possible.

Tips to help you

- Make a batch of frozen meals before work starts.
- Safely set up tea and coffee making facilities in the sitting room.
- If you have room for a microwave, you can have hot snacks during the day.

Phase 1

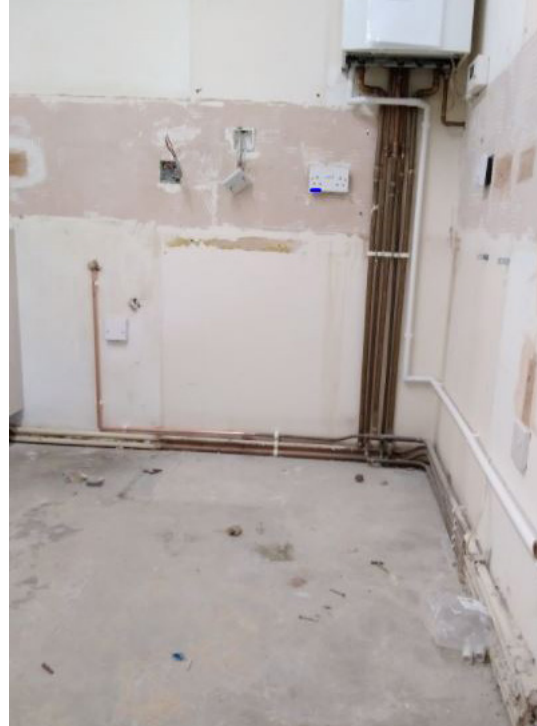
By the end of Phase 1 you will see a big difference. Your old fittings will have been removed and there will be brand new ones in place.

Inside, most of the plumbing, electrical and kitchen installation will have been done. We will give you plenty of notice when your water and power supply need to be turned off to give you time to make yourself a hot drink.

Phase 2

In the final phase of the refurbishment we will complete the work. This will involve wall tiling, decoration and the laying of the new floor covering. We will make the final touches that really set your new kitchen off.

At the same time we will be checking that all the work we have done is finished to a high standard and that any defects are rectified. Then it is time to enjoy it.



TENANT CHOICE SELECTOR

for LEEDS FEDERATED



WORKTOPS



Colmar Oak



Turkish Marble



Jet

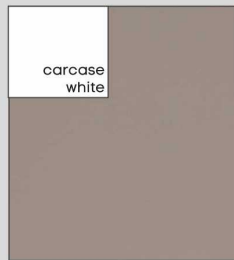


Taurus Beige

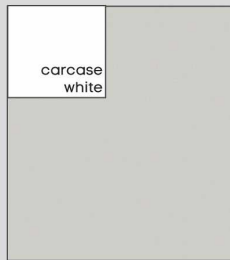


Fantasy Granite

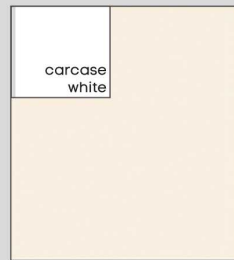
DOORS



aspire
stone grey



aspire
dove grey



aspire
porcelain white



aspire
natural walnut



aspire
natural oak

HANDLE CHOICES



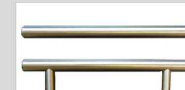
HLE 76



HLE 55



HLE 66

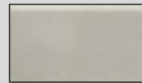


HLE 50

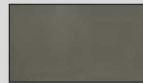
TILE CHOICES



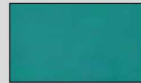
white
NB1747



light grey
NB1744



dark grey
NB1737



dark turquoise
NB1771



white
gloss

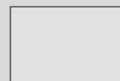


dove grey
gloss

PAINT CHOICES



white



dove grey

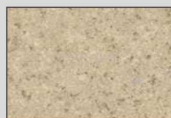


jasmin



magnolia

FLOORING CHOICES



copal



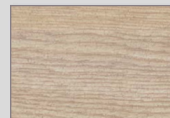
rustic oak



silver oak



galena



oiled oak

CUSTOMER DETAILS | TO BE COMPLETED BY TENANT

PLEASE INDICATE YOUR CHOICES BY TICKING THE APPROPRIATE BOXES

NAME _____

ADDRESS _____

PHONE _____

SIGNATURE _____

Information Pack Received Date _____

Bathroom Appointment Survey

If you are having a new bathroom, your Resident Liaison Officer and a Manager from APS will visit you and agree a layout based on your existing bathroom.

During the survey you will be shown samples of the choices available to you and be asked to choose from a selection of the following;

- Floor coverings
- Wall tiles
- Paint

Once agreed, you will be asked to sign off your design and choices.

Prior to any work starting it may be necessary to undertake an asbestos test in your home. If access isn't provided this could delay the start of the works.

Please note that if you wish keep your own flooring we are unable to guarantee that where existing sanitary ware is removed and the new ones are installed visible gaps or sections may show.



Bathroom Installation Preparation

When we are happy that everything is properly covered and well protected, we will safely remove your old fittings and they will be taken away in our vans.

What is involved?

So that you have an idea of what to expect at different times, your Resident Liaison Officer will visit you on a daily basis to update you. If for any reason the order of work needs to change, we will let you know as soon as possible.

Phase 1

By the end of Phase 1 you will see a big difference. Your old fittings will have been removed and there will be brand new ones in place.

Inside, most of the plumbing, electrical and bathroom installation will have been done. We will give you plenty of notice when your water and power supply need to be turned off to give you time to make yourself a hot drink.

Phase 2

In the final phase of the refurbishment we will complete the work. This will include wall tiling, decoration and the laying of the new floor covering. We will make the final touches that really set your new bathroom off.

At the same time we will be checking that all the work we have done is finished to a high standard and that any defects are rectified. Then it is time to enjoy it.



Illustration only



TENANT CHOICE SELECTOR

for LEEDS FEDERATED BATHROOM



TILE CHOICES



future stone white



civic gris



future stone bone

PERLA PRO CHOICES



metallic white



grey slate



travertine



italian marble

FLOORING CHOICES



gypsum



pearl river



clay stone

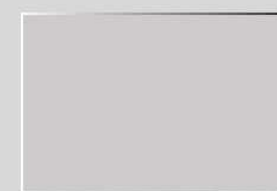


silver oak

TRIM CHOICES

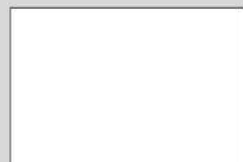


Chrome



Satin

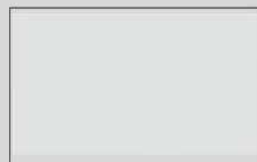
PAINT CHOICES



white



magnolia



dove grey

CUSTOMER DETAILS | TO BE COMPLETED BY TENANT

PLEASE INDICATE YOUR CHOICES BY TICKING THE APPROPRIATE BOXES

NAME _____

ADDRESS _____

PHONE _____

SIGNATURE _____

Information Pack Received Date _____

Windows and/or External Door Modernisation works

A window surveyor will visit you to carry out a survey on the windows and doors at your home. This survey is to assess what will need replacing. If your current windows and doors meet the current standards then they will remain in situ.

We will...

- Carry out a survey to your home; the contractor is Anglian this will help to determine exactly what work needs to be done
- Provide you with a full explanation of the works, once the survey is completed
- Confirm a start date with you in advance of works commencing
- Carry out a final inspection and customer satisfaction survey once the work is completed.

During improvement works to windows and doors to Leeds Fed properties, the grills will need to be removed to allow the improvement work to go ahead. Customers will have the option to refit the grills at their own expense and Leeds Fed will accept no responsibility for the maintenance of the grills.

You need to...

- Assist us at all stages, by removing curtains, and personal belongings, giving us clear access to the work area
- Allow access to your home on the agreed appointment date(s) to carry out the work. Prior to any work starting it may be necessary to undertake an asbestos test in your home. If access isn't provided this could delay the start of the works.

There may be occasions where we decide to keep some of the existing windows and/or doors, the surveyor will explain this to you at the time of the survey. If the door/s at your home are due to be replaced then you will also be asked to choose the style and colour of the new external door (usually the main door) from the range we have on offer.



In order to maintain a high level of Resident satisfaction whilst working all APS staff and its subcontractors must adhere to our Code of Conduct.

We will...

- Introduce ourselves to Residents, showing our ID Badges as proof of identity and inform you of who we are and what we are there to do.
- Report all Residents complaints to the Resident Liaison Officer or Site Manager to enable us to address any issues quickly.
- Be polite and courteous to all our Residents, members of the public and other members of staff at all times.
- Not smoke or work under the influence of drugs or alcohol whilst working in Resident's homes.
- Be respectful at all times and remember that we are working in Resident's homes.
- Show respect for all cultural and religious beliefs, seeking guidance from the Planned Works Delivery Manager/Resident Liaison Officer if there are any issues that may affect works.

- Take care to minimise disruption and mess in Resident's homes.
- Ensure that services are reconnected and tested at the end of each working day.
- Clear all rubbish daily from Resident's homes, both internally and externally to the designated areas.
- Not use Resident's facilities during the works without prior consent.
- Ensure that Resident's homes are kept safe and secure during the works.
- Always follow the key handling procedure.

Once the works are complete

When the work has been completed, we will arrange an appointment with you for a surveyor from Leeds Federated Housing Association to attend and carry out a joint final inspection, known as the "handover".

At this visit we will check that you are happy with the work that has been carried out in your home and ask you to complete a Resident satisfaction survey. We welcome all feedback as this helps us to continue to make improvements to the way we work.

We will leave you with information including;

- Summary of work sheet
- Manufacturers user guides and guarantees
- Relevant aftercare information.

We will be responsible for any defects that occur during the 12 month defect period after work has been completed.

We will write to you 21 days after the work has been completed and again after 11 months to ensure that you are still happy with the work and to identify and rectify any defects that may have occurred within this time.

Health & Safety Access

Wherever possible, we will make sure that you have clear access routes in your home. However, care must be taken when walking near items such as rolled up carpets, lifted floorboards, cables, tools and pipework, as all these can be tripping hazards.

We may need to erect temporary barriers and signage to prevent entry into the area we are working in. If you need to go into the area for any reason, you **MUST** ask the tradespeople so that they can make sure it is safe for you to enter.

General

The health & safety of our Residents is very important to us so please make sure that you and your family are aware of the following health & safety issues;

- Please keep young children and pets away from the work area. This is for their own safety, as well as the tradespeople's safety, and to prevent accidents.
- You must not touch or use tools and machinery as they can be very dangerous.
- Do not leave babies in prams near any of the work. If tradespeople are working upstairs, DO NOT leave children sleeping or playing in any of the upstairs rooms.
- During the works some products such as mastic will be used that take time to set. Please keep children and pets away from these areas.
- Some of our improvement works will create dust. Our tradespeople will take steps to reduce the amount of dust created and will clean up during the work and at the end of the job. There will be dust in the air which will settle on surfaces after work is completed each day.

NOTE: Whilst our tradespeople are working in your home, we would kindly ask that you do not smoke in the room(s) that they are working in. Thank you for your cooperation.

A guide to compliments and complaints

APS is committed to providing the best possible services efficiently, courteously and to a high standard to all our Residents.

We want to ensure that our services are right for you. In order to ensure that we give you the best standard of service, we welcome feedback of your ideas for improvement and for you to tell us when things go well or if we get things wrong.

Compliments

We welcome all positive feedback. This will help us reward individuals where necessary and guide us as to where we can make further improvement to the quality of our services.

Complaints

How do we deal with complaints?

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

You can get in touch with APS or Leeds Federated through any channel including, text, email or by speaking to a member of our team, you don't have to make a complaint in writing for us to respond.

If you prefer you can nominate someone to make a complaint on your behalf, they are known as an advocate. We will make sure that an appropriate member of staff deals with your complaint.

We will:

- Take your complaint seriously
- Investigate it thoroughly
- Be honest and fair in our responses to you
- Keep you informed of progress
- Do our best to amend any mistakes we make
- Learn from any complaints received

For further details please refer to the Leeds Federated 'A Guide to Complaints'. You can request a copy from Leeds Federated or your Resident Liaison Officer.





APS

Arthington Property Services

Your Home, Our Priority

APS

[Arthington Property Services]

Unit 12

Millshaw

Leeds

LS11 0LW

hello@arthingtonproperty.co.uk
arthingtonproperty.co.uk

Working in
partnership
with

Leeds 
Federated