



Wates

Resident Information Booklet

Working with



Any queries?

Call Wates Living Space on:

0800 389 2837

Other contact details at the back
of this booklet

Site Teams contact details

Office number

Freephone number: 0800 389 2837

Resident Liaison Officer: (RLO)

Alexandra Chiornita

Tel: 07710 058 759

E-mail: Alexandra.Chiornita@wates.co.uk



Resident Liaison Officer: (RLO)

Chloe O'Donnell


Tel: 07595 448 215

E-mail: Chloe.ODonnell@wates.co.uk







Emergency outside of office hours Freephone number:
0800 389 2837

Gas leak (24hrs) Please call TRANSCO immediately on **0800-111-999**

REMEMBER! 

Always ask for ID

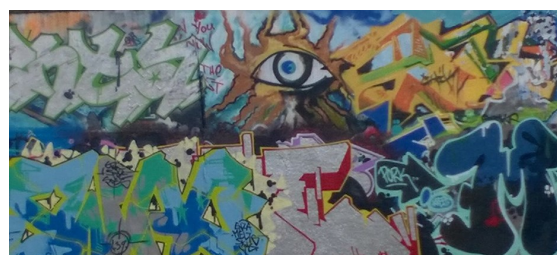
**Always ask for Wates ID**



**If Unsure,
Shut the Door**

Above all, it's about people

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Wates

Introduction

Wates Living Space is delighted to be working on behalf of KCTMO to complete the external major works programme. We look forward to carrying out the external major works to your homes.



Resident Liaison Officer (RLO)

Your Resident Liaison Officer (RLO) understands that every resident is an individual, with their own requirements. The RLO's are your link to our workforce, meeting your needs and answering any questions and queries that you may have.

Resident Liaison Officer Alexandra Chiornita



Contact number:

07710 058 759

E-mail:

Alexandra.Chiornita@wates.co.uk

Resident Liaison Officer Chloe O'Donnell



Contact number:

07595 448 215

E-mail:

Chloe.ODonnell@wates.co.uk



Essential Information

- You are required to contact your household insurance company regarding your contents insurance to let them know that a scaffold is being erected to your home.
- Clear balconies for access to enable the erection of scaffolding.
- Please ensure that all adults, children and pets are to be kept away from the scaffolding. Scaffold access is strictly limited to site operatives carrying out their works on behalf of Wates Living Space.
- All Windowsills are to be cleared of personal belongings and furniture, blinds, curtains and/or nets are to be removed from your windows and surrounding areas for the duration of works.
- All stairwells and private balconies need to be cleared and remain clear of all personal belongings during our works.



Risk Management

Noise and dust

We always try to keep noise and dust to a minimum. All our workers will use sheeting appropriate for the work they are carrying out to your home.

We will notify individual residents prior to these works around your flat.



Site cleanliness

At the end of each working day, the area outside your home will be left clean and safe. No tools, materials or worker's possessions will be left on the scaffolding overnight.



Home insurance

Please ensure that you that you notify your home contents and building insurance company, that you are having external works carried out to and/or near your home.

Scaffold

It is your responsibility to inform your insurance company that you have scaffolding around your home, failing to do this could result in you not being covered .



Our commitment to customer care

Wates Living Space has many years' experience of carrying out repairs to residents' homes and fully understands how this affects residents and the disruption this can cause. We aim to reduce inconvenience to residents by adopting the following principles:

Key principles

- To maintain effective communication
- To be fair and reasonable at all times
- To always deal honestly and openly with residents
- To offer a high standard of service and professionalism
- To be consistent in providing a quality service
- We offer a voicemail service when no-one is available to take your call
- We will return your call within one working day.

Special Requirement's

Your RLO and KCTMO will make sure that if you have any special requirements we will take them into account: Examples of special requirements or circumstances could be:

- People who require assistance with reading
- Night shift workers
- People with disabilities
- Young people
- People whose first language is not English
- Religious festivals
- Pets

If you have special requirements or particular circumstances, which you think we need to know about, please tell your RLO.



Notification letters

Notification letters will be sent to you in the run up to your start date of your works. You will receive an introductory letter along with two notification letters prior to starting works.

Introduction Letter
Scaffolding Letter
Pre-Drilling Survey Letter
Start of Works Letter

If you have any queries please contact your RLO, their contact details are below.

Alexandra Chiornita
Tel: 07710 058 759

Chloe O'Donnell
Tel: 07595 448 215

Security

We will provide all residents with the contact numbers of the RLO team. If you have doubts over any workers identification, then we encouraged you to call your RLO prior to allowing anyone inside your home.

In the event you suspect someone as a bogus caller you must report it straight away to your RLO team or KCTMO immediately, so that the relevant authorities can be informed.

Remember in the interest of your safety **ONLY ALLOW ENTRY TO STAFF CARRYING** Wates Living Space identity badges or KCTMO identification.

If you are unsure, please contact us on: 0800 389 2837

Data Protection

Data Protection Policy introduction

In order to comply with the Data Protection Act 1998 ("the act"), it is necessary for us to provide you with information about what we do with your personal information.

What personal information does Wates Living Space process?

We and KCTMO will hold the personal information that you provide to us via the resident profile form, which includes:

Your full name,

Your address and telephone number,

Whether you are a leaseholder or a tenant,

Your employment status,

Any language requirements you may have,

Any religious requirements you may have,

Any holidays or other absence you may have booked,

What happens to personal data after completion of the works?

After the work is completed we will securely destroy any personal information we hold about you.



Your rights

We will take all reasonable steps to ensure there is no infringement of your rights.

If you wish to have access to the personal information which we process about you during the works, you should contact the RLO in the first instance who will provide you with further details. A charge is not normally made for copies of specified pieces of information which are easily accessible.

Compliments, comments or complaints

If you have a compliment, comment or complaint you should first of all speak with your RLO. They will try to help you sort out any problems you may have.

If you are not happy with any outcome you can take this issue further in compliance with Wates complaints policy. This can be provided by your RLO on request or alternatively contact:

Wates complaints email address:

complaints.LS@wates.co.uk

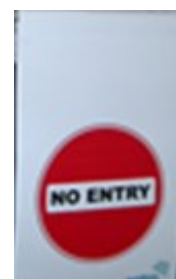
Wates Office.

Email address: KCTMO@wates.co.uk

Contact Number: 0800 389 2837

Reminder

- Please do not enter the work area during working hours.
- Keep pets and members' of the public away from our work area.
- If you wish to contact any member of the Wates site team please see details below.



Contact Wates:
Wates Site Office
0800 389 2837

E-mail us at:
KCTMO@wates.co.uk

Resident notes/ reminders sheet

Please use this sheet to note or remind yourself of any details, problems or compliments. This may be useful when contacting KCTMO or Wates Living Space with an enquiry. Also it will act as a reminder when completing your resident satisfaction survey at the end of the works.

[illegible]

Wates Office number: 0800 389 2837



How to contact us

Site working hours are:

Monday to Friday 8am—5pm



Weekend working and work after these hours will only be allowed with your permission or if there is an emergency. Please note that on Fridays, any problems should be reported as early as possible, preferably before 2pm allowing time for any issues to be resolved before the weekend.

Please be aware that only certain repairs are classed as emergencies, for example:

- A major water leak
- Internal gas leak
- Total loss of electricity
- Locks to external doors not working
- Unable to close newly installed windows
- Roof cover blowing loose

Any other problems that are not an emergency should be reported to your RLO during normal site hours on the above helpline number.

If you would like this information in another language, large print, Braille, or on CD, then please contact us.

Helpline

Office Number:
0800 389 2837

Email
KCTMO@wates.co.uk

Wates can also be found
on Twitter— follow us for
the latest news and
updates:

@Wates Group

**If you have a compliment,
comment or complaint then
please let us know by using
the e mail address below .**

Complaints .LS@wates.co.uk