

- to ensure that hot and cold water supplies and cooking facilities are available at the end of each working day, where these are affected by the works.
- to supply the tenant with an “out of working hours” telephone number for emergencies whilst work is in progress.
- not to work in the dwelling on a Saturday or Sunday, except in an emergency or by prior arrangement.

Any problems?

Contact the Technical Officer dealing with the contract as soon as possible, on 01278 444344.



REPAIRS AND IMPROVEMENTS

This document is available in other formats (eg in large print or on CD), please contact us if you require a different format.

**SHAL Housing Ltd, 2 King Square,
Bridgwater Somerset TA6 3DG**
Tel: 01278 444344 Fax: 01278 445610
www.shal.org

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Introduction

SHAL Housing Limited has an obligation to carry out certain repairs, and access, under the tenancy agreement, must be given by the tenant.

There are also occasions where improvements are to be carried out to a property, after agreement between SHAL and the tenant (and which may result in an increase in rent). Again, access must be given by the tenant.

In either case, the tenant will expect their belongings to be looked after and their home respected. It is for this reason that SHAL expects all of its Contractors to keep to certain guidelines.

The Contractors guidelines

- to show an identity card when first arriving at a property to work.
- to carry out the work in the time agreed with SHAL
- to be responsible for safety and security of the property including personal effects, furniture, floor coverings etc belonging to the tenant
- to put right any defects in the work carried out
- not to use the tenant's water or electricity supply, or WC, without the tenant's permission
- to be courteous and not to cause any avoidable nuisance (eg playing radios) to the tenant
- not to store materials in the tenant's dwelling without the tenant's consent
- to put right any damage to decorations, plants etc caused by the contractor.