

## Who can I contact about the work?

### Contract manager

The contract manager works for the Council and has overall responsibility for the work. They are your main point of contact before work starts.

### Resident liaison officer

The resident liaison officer (RLO) is your first point of contact once work starts and until it finishes. They will be based on site full time. The RLO works for the contractor and provides you with information about what is happening.

If you need any assistance during the work or have any concerns then you can discuss these with the RLO. If you're not satisfied with your response contact your contract manager who will investigate your concerns.

### Clerk of works

The clerk of works is responsible for monitoring each stage of the work on a regular basis and works for the Council. They ensure that work is done properly and meets our quality standards.

## I'm a leaseholder, will I have to pay for the repairs?

You normally have to pay towards work that we are responsible for carrying out in accordance with the terms of your lease.

In general, we are responsible for carrying out repairs to the shared or communal areas of your building and estate. Leaseholders are responsible for maintaining the inside of their homes, with the exception of ventilation and heating in properties connected to a communal system.

You'll receive a detailed guide on payments with your bill.

## How can I get more involved?

You can join a residents' panel. They are small groups of residents who work closely with us to help make sure that the work carried out is to a high standard. Residents' panels also give us feedback on the overall service being provided.

The panel is established for the duration of the work and is open to all. Please contact [consultationteaminbox@camden.gov.uk](mailto:consultationteaminbox@camden.gov.uk) for more information.

### More information

**Tenants:** email [consultationteaminbox@camden.gov.uk](mailto:consultationteaminbox@camden.gov.uk) or call 020 7974 3969

**Leaseholders:** email [capitalservices@camden.gov.uk](mailto:capitalservices@camden.gov.uk) or call 020 7974 3559

# Better Homes

## All you need to know



## What's Better Homes?

Better Homes is our way to improve homes through good quality work that provides value for money. It covers renewing or repairing kitchens, bathrooms, windows and roofs as well as upgrading heating systems, lifts, wiring and door entry systems.

Since Better Homes started in April 2011 we have invested £246 million on the types of work listed above and between 2016 and 2020 we're planning to invest a further £250 million into homes in the Borough.

Better Homes is part-funded by our Community Investment Programme (CIP), a 15 year plan to invest money in schools, homes and community facilities. We may sell or redevelop land or properties that are out of date, expensive to maintain, or underused and difficult to access. This will help us generate funds to reinvest into improving other services and facilities.

## What to expect

### A letter



Once we start planning works that will happen to your home or estate we'll send you a letter explaining what's being planned.

### Have your say

You'll be invited to attend a meeting where you can hear about our plans and have your say – you'll also be able to get involved in the residents' panel.

### Invitation to contractors

When our plans are finalised we'll invite contractors to bid for the work. If you're a leaseholder we'll consult with you about the contractors' offers to find the best one.



### Meet the contractor

You'll get a letter that explains who the contractor is and when the work will start. You'll be invited to meet them to talk about how the work will be carried out.



### How did it go?

When the work's finished you'll get the opportunity to tell us what you thought.



### Updates on progress

We'll update you on the progress of work and when it will be finished.



### Work starts

Throughout the work there'll be regular resident panel meetings and quality checks by us.



## Your questions answered

### Who will carry out the work?

We have a list of approved contractors which is split into different groups, for different types of work. We call this list a framework and may refer to the framework in other communications on Better Homes.

The types of works that are covered by the contractors on the framework include:

- internal and external work such as kitchens, wiring, roofs, and windows
- lift replacement
- electrical systems such as estate lighting and electrical supplies
- mechanical systems such as communal heating and gas mains.

If your building or estate needs more than one type of work it may be done by different contractors.

### How will a contractor be chosen to carry out the work?

Our framework of contractors will be able to bid for work; this will include giving us their best price to carry out the work.

Once we have prices from the contractors we'll consult with leaseholders giving them details of our preferred contractor. We will choose the contractor that gives us the best value for money.

We monitor the performance of our contractors closely. If a contractor has not performed well they will need to show improvements before we invite them to work with us again.