

Improving the outside of your home





This leaflet tells you what to do if some changes are needed to the outside space around your home. These changes may help you to live there more easily or safely. We call these changes 'environmental improvements'.

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please phone your supported housing officer on 0333 320 2675.



اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپرائٹر) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 0333 320 2675 پر رابطہ کریں۔

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 0333 320 2675.



Can any type of improvement be done?

No. The work must:

- Improve your quality of life by helping you to use the space around your home more easily or safely
- Be something more than the routine repairs and maintenance that we already do to the area outside your home

What type of work might be done?

Here are some examples of work that might be carried out, but this list does not include everything:

- Removal of a tree that may be causing problems
- Moving a bin store to a different place
- Small garden landscaping projects
- Improving access in a garden for wheelchair users
- Providing security lighting to keep you and your home safe



How does the scheme operate?



The service charges collected for environmental improvements are added together for all the properties that RWP owns.

This way, expensive works can be carried out when needed. If we kept the money separately for every property then it would take a long time before there was enough money to do work to an individual home.

However, we can only do work if enough money has been collected from all of our properties. If an improvement is too expensive for us to pay for, we may instead offer to pay some of the money towards the total cost.



Changes are needed to my home, what do I do next?

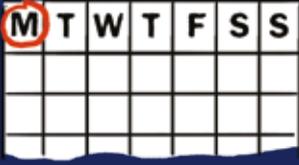
Contact your supported housing officer and tell them what work is needed. Our contact details are on the back page.

How quickly will you tell me if the work can go ahead?

We aim to tell you if work can go ahead within six weeks of receiving a request from you. This may take longer if we have to ask for additional information or the form is not fully completed. It takes this long because we will have to get quotes for the cost of the work and we may need to visit your home first. We will keep you informed about how your request is progressing.

If my request is approved, how quickly will the work be done?

If your request is approved, we will send you a letter telling you who will be carrying out the work. It will also tell you the date that they should contact you by to arrange access to your home.



All environmental improvement jobs should be completed within 30 working days of us raising an order for the works to be started.

The service you can expect from us

To make sure that we provide you with an excellent service, we set standards that we aim to meet for each area of our service.



We promise:	When we will do this:
To tell you if your request for improvement work can go ahead.	Within six weeks of receiving your request.
To complete the improvement work, once your request has been approved and a works order has been raised.	Within 30 working days.
To tell you the reasons why the work cannot be done, if your request is turned down.	Within five days of your request being turned down.



RWP

Sumner House, 21 King Street,
Leyland, PR25 2LW



Telephone: 0333 320 2675



Email: RWPenquiries@progressgroup.org.uk
Website: www.residewithprogress.org.uk



ResideWithProgress



@RWP_SL



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