

# livin Works

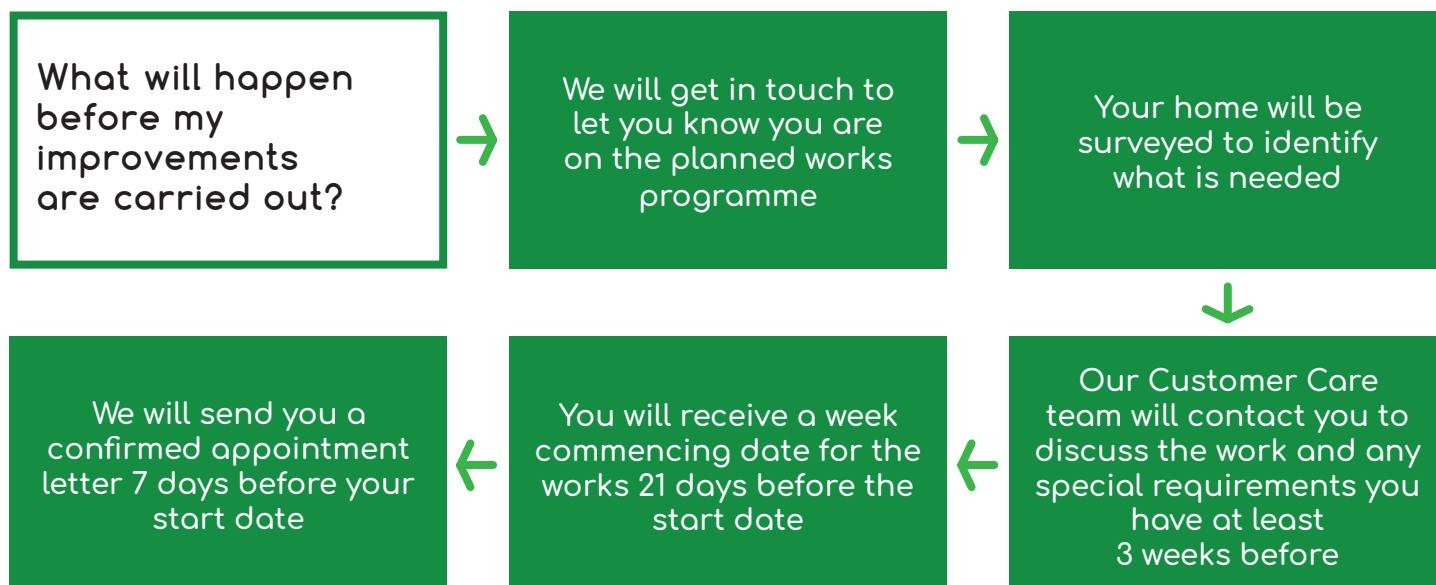
## Your External Home Improvements



Your external home improvements may include one of the following works:

- Roofing
- Guttering
- Fencing
- External doors
- Windows
- Render

We want you to live in a safe and warm home, to make sure we can do this we will carry out our home improvement schemes throughout the year.



Shortly before work starts your customer care officer will call and give you guidance on how to prepare for work to start.

Depending on your home improvements, your customer care officer may ask you to:

- ✓ Remove any exterior ornaments or fixtures to the walls of the property
- ✓ Remove any security lighting/CCTV Cameras
- ✓ Make sure that the window and door sensors and alarm fittings have been disconnected
- ✓ Where alarms have to be disconnected or scaffolding is required we recommend you contact your home insurance company to inform them of the temporary changes
- ✓ Remove all garden items such as plant pots, plants and garden furniture, BBQs and ornaments to a safe location
- ✓ Clear away all refuse, toys or waste from the property
- ✓ Make sure that any animals or pets are adequately restrained to avoid accidents or injuries

Your customer care officer will also give you a diary of works. This will show you day by day who will be working on your home and what work they will be doing. This will help you to plan your time around them.

### What will happen during the works

Work will start on your home and your customer care officer will visit you regularly to make sure that everything is going to plan.

### What will happen after the works have been completed

Once work is complete it will be inspected to make sure that it is completed to your satisfaction before it is signed off. We will also send you an email or text with a customer satisfaction survey.

**livin.co.uk**

contactus@livin.co.uk

0800 587 4538

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