

## WHO WILL DECORATE AFTER THE WORKS?

If the Council does the works and disturbs large areas of your decoration (eg: whole walls or ceilings disturbed as a result of damp proofing works or re-plastering are examples of such works), then we may redecorate the areas disturbed, usually using woodchip paper and white emulsion paint. Only the parts affected by the works will be redecorated – not the whole room.



## HELP US TO HELP YOU

- Please contact the Surveyor to make an appointment so that the Surveyor can inspect the property.
- If you are unhappy about the works or you want to know what is going on then contact the Surveyor dealing with the case (see contact details).
- Before the work starts, please clear away any large items, furniture, etc in affected areas to give the contractor access and space to work.
- If the Landlord contacts you about the works, please let the Surveyor know.
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## HOW CAN YOU CONTACT US?

Telephone the Housing Enforcement Team on:

☎ **0208 726 6100**. You can leave messages when the office is closed.

Or write to:

**Housing Enforcement Team  
Environmental Health, Trading Standards &  
Licensing - Sustainable Communities.  
Bernard Weatherill House  
8 Mint Walk (3rd floor – Zone B)  
Croydon CR0 1EA**

You can also visit our reception on the ground floor of Bernard Weatherill House between 9:00 a.m. and 4:00 p.m.

For persons with hearing problems ring:

Minicom ☎ 0208 760 5797

Or e-mail:

[Hsg-privatehousing@croydon.gov.uk](mailto:Hsg-privatehousing@croydon.gov.uk)

**CROYDON COUNCIL**  
Housing Enforcement Team

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)



**WORKS IN DEFAULT**

**Information For Tenants**

**CUSTOMER SERVICE STATEMENT**

## INTRODUCTION

This leaflet is about the standards of service that you can expect from the Housing Enforcement Team if your landlord does not do the works required by a legal Notice.

### WHAT IS A NOTICE?

Work is needed to ensure your property is suitable. We have served legal papers on your landlord – a Notice. The Notice tells your landlord what works are required and the time in which he or she needs to complete the works.

### WHAT IS “DEFAULT”?

If your landlord does not carry out the required works in the time given on the Notice, the Council can carry out the works and recover the costs from the landlord.



### WHAT HAPPENS IF WE CARRY OUT WORKS IN DEFAULT?

The Council will appoint an approved contractor to carry out the work. The work will be supervised by one of the Council's Surveyors to ensure the work is done properly.

## HOW LONG DOES IT TAKE?

### STAGE IN PROCESS

1. The Council's Surveyor visits to check on the condition of the property.
2. The Surveyor writes a specification (a detailed list of the works) and a H&S risk assessment.
3. The specification is sent out to approved contractors to provide an estimate or tender for the works.
4. One of the contractors is selected and an order is given to the contractor to carry out the works.
5. If no suitable estimates or tenders are received, more contractors will be asked to provide these.
6. The Surveyor passes the work that has been done.
7. For large works, some money is held back from the contractor, until the Surveyor is sure all works have been done properly.

### TIME TAKEN (Approximately)

- - At a time that suits you and the Surveyor.
- - About two to three weeks from the date of the first visit.
- - About four to six weeks for the contractor to visit and provide an estimate or tender. The contractor will need to visit the property to see the required works.
- - About four to six weeks to start the works, and about four to six weeks to complete the works. But this will depend on the amount of works and if any problems are found.
- - About another four to six weeks if this happens.
- - Within a few days of when the work is finished.
- - Six months after completion another visit may be necessary.

NB: Please remember that the times given are only a guide and may vary because the contractor may be busy, there may be a lot of work, or extra work may be needed.

