

# Investing in your home

## How we maintain homes for our customers

Orbit is committed to providing comfortable and well-maintained homes for our customers. We invest in them regularly so that they remain efficient and up-to-date. Work to make these improvements is managed by our Capital Works Team.

## What exactly are investment works?

Works which are not repairs to an existing part of your home, but which are an improvement or upgrade, we refer to as 'investment works'. They are generally carried out as a project which will be undertaken to improve a scheme, a street or the whole community.

They could include:

- Kitchen replacement
- Bathroom replacement
- Heating replacements
- Major aids and adaptations
- Electrical testing and upgrades in shared areas
- Electrical testing and upgrades in dwellings
- Roof work, rainwater pipework, soffits and fascia boards
- Replacement windows and doors
- Fire prevention works
- Sheltered scheme refurbishments
- External cleaning and decorating, internal painting in shared areas
- Energy performance improvement works

## Who is in charge of the works?

Orbit's Capital Works Team manages the delivery of our investment works. A Project Manager will take overall responsibility for the works to your home; they will issue the work to a contractor and ensure that it is completed to a high standard.

Orbit only works with qualified contractors who adhere to our specific code of conduct, so that the service customers receive is respectful at all times. All of our contractors carry photographic identification badges which should be clearly displayed.

## How do I find out what will happen?

You will receive a letter informing you of the proposed works. The contractor will visit you at home, explain more, answer any queries, agree when the work will start and how long it will take. A Clerk of Works will oversee the works once they begin.

Once confirmation of the year's programme has been agreed, we will aim to confirm with customers by the end of June that their home is on the programme. Please note that any improvements identified for your home can take place up until the end of March of the following calendar year.

### STAY SAFE

Do not let anyone into your home that you are not expecting and who cannot prove they represent Orbit.

If you're at all suspicious, call our Customer Service Centre on 0800 678 1221 to confirm identification.

## How to get in touch

For further information please email us at:  
[info@orbit.org.uk](mailto:info@orbit.org.uk)

Or call:  
**0800 678 1221**

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## Who should I contact if I have any queries?

Please contact your Orbit Project Manager, whose name and contact details will be on your works confirmation letter.

## Can I remain in my home whilst the works take place?

Only in very exceptional circumstances do we ask customers to move out of their home whilst works are in progress.

Some of our investment works take some time to complete, possibly several days or, occasionally a few weeks.

You may be asked to move your possessions or stop using a room altogether while the work is being carried out. Where possible in such circumstances, a contractor representative, usually a Resident Liaison Officer, will be provided by the contractor who can help to minimise disruption to your home life and answer any concerns you may have.

## Can I refuse to have the works completed?

Orbit has a duty to ensure your home is safe and regularly maintained; unless the works are necessary for Health and Safety reasons, you can refuse the works. You should understand though that the opportunity to have the works carried out may not be available again in the near future; you will be asked to sign to say that you understand and agree to this.

## I am a leaseholder – will I receive investment works?

If you are a leaseholder, we will only carry out investment works to parts of your home that are Orbit's responsibility according to the terms of your lease. We will fully consult you before we undertake any major works.

## Do I have to pay for investment works?

If you are a customer of a rented home, the cost of major works is included in your rent. However, leaseholders will be recharged in accordance with the terms of the lease agreement.

## How to get in touch

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