



## External Refurbishment Works

How your property improvement is delivered

Axis is delighted to introduce itself as L&Q's contracting partner for this year's external refurbishment works.

This document has been produced for you, to provide advance information and advice about the works taking place. Please take the time to read this pack and feel free to ask any questions, your understanding and preparation will help the work to be completed faster and limit disruption to you.

**This programme of improvements is scheduled between March 2019 and March 2020.**

STAGE  
**01**

### Letter

- We'll write to you 14 days before the work starts on your property.

STAGE  
**02**

### Scaffolding

- If scaffolding is required, you will need to provide access to the entire exterior (front, rear and sides) of your property.

STAGE  
**03**

### Survey

- We carry out a survey to accurately understand the repair and decoration requirements of your property.

STAGE  
**04**

### Resident choice

- A Resident Liaison Officer will explain the work that is being undertaken.

STAGE  
**05**

### Please be aware

- You do not need to do anything at this stage and should wait to be contacted by our site team. You will be provided with all the information you need before any work begins.

STAGE  
**06**

### Inspection and sign-off

- After the work is complete your property will be inspected for quality, if snagging is required it is undertaken at this stage or shortly afterwards.

*We can only provide a typical example of what the work includes, the work taking place on your property may vary from the example shown above. Any variations will be explained by your Resident Liaison Officer.*

Your home is in good hands. Axis specialises in the repair and maintenance of Social Housing properties, we do it quickly, efficiently and to a **very high standard** and have been doing so for over two decades

# Safety notices

**axis**

**Jane Smith**  
Multi Trader

ID: AX0000  
Expires: 11/06/2019



**axis**

Call 020 8256 5500 to confirm holders identity

Please be careful of bogus workmen claiming to be employed by Axis. All our workmen wear identification badges with their photograph and ID number along with a unique Axis hologram. If in doubt, do not let them in and contact your Resident Liaison Officer.

We may need to put up scaffolding at your home. Please make sure that children understand the dangers of playing on or around the scaffolding.

## **DO NOT ALLOW CHILDREN TO PLAY ON SCAFFOLDING.**

It is dangerous for any unauthorised person to gain access or attach anything to the scaffolding for any reason. We suggest you inform your contents insurance provider if we put scaffolding up on your home. Neither Axis or L&Q can accept responsibility for any loss of signal or damage to satellite dishes while works are being carried out.

## Local Employment Opportunities



Axis approach each contract with the aim of improving more than just the homes we work on, our local employment programme is an example of how we plan to also improve community welfare. We are offering a full time, two year, paid painting apprenticeship for an L&Q resident. You'll also find

regular employment opportunities on our website

[www.axiseurope.com/vacancies](http://www.axiseurope.com/vacancies)

Send your apprentice application form to [recruit@axiseurope.com](mailto:recruit@axiseurope.com)

**Axis Europe**  
3 Tramway Avenue  
Stratford  
E15 4PN



## Contact us

Keep this directory somewhere to hand as it contains the contact details of everyone you'll need while work is taking place at your property.

Our Resident Liaison Officer is your first point of contact at all times and is in the best position to take the fastest action on your behalf.

Our working hours for this project are 8.00am to 5.00pm Monday to Friday.



**Victoria Hurd**  
Resident Liaison Officer

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**Adila Gredelj**  
Resident Liaison Officer

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Supervisor

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Supervisor

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**Jacky Prime** Contracts Manager  
**Debbie Hall** Contracts Manager



@lq\_axis

