

Decent Homes Information Booklet



Issue 11 October 2010

Dear Tenant,

As you may have seen in the news over the last few weeks, one of our contractors Connaught has gone into administration.

Connaught was a Decent Homes Partner of A1 Housing but they also worked with many other ALMOs and housing associations across the country.

This story was covered by national TV news bulletins and made its way onto the pages of many national and local newspapers.

Regardless of what you may have seen or read, we would like to take this opportunity to inform A1 Housing customers of how the collapse of Connaught affects you, and what we are doing as a result.

Firstly, we would like to apologise to any tenants who have been adversely affected by this and would like to reassure them that we are working hard to put things right.

Moving forward, all previous contracts with Connaught have now ended and we have employed Bullock Construction as our main Decent Homes Partner. They will also carry out repairs on empty A1 Housing properties as well as adaptations work.

While there have already been some unavoidable delays, we are currently 4-6 weeks behind schedule, all properties where Decent Homes work was in progress has now been completed.

We expect Bullock to begin a full programme of Decent Homes work in December and are hopeful that we will be back on track by the beginning of February 2011.

We also expect that all work that was programmed to start before March 2011 will also be completed on time.

If you are scheduled to have Decent Homes work in your area over the coming months, you will be contacted individually by letter informing you of any changes that may have occurred.

If you would like more information on this, please contact Customer Services on 01909 534520.

Yours faithfully,

Don Spittlehouse
Director of Technical and Housing Services