



SNG Resident Information

Internals

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Introduction

Dear Resident

We are United Infrastructure (UI) and we will be carrying out a kitchen and bathroom programme on behalf of Sovereign Network Group.

Before works begin we will need to carry out various surveys to determine the exact works required to each property and we'll let you know the works that have been approved in your home.

Our customers are at the heart of everything we do and your needs are given the highest priority. UI is committed to working with SNG and their residents.

Prior to your work starting, your Resident Liaison Officer (RLO) will arrange to meet with you, to discuss the works and give you a team contact card.

If you have any concerns or questions, please contact us on 01322 612 800. Alternatively, please email

D1enquiries@unitedinfrastructure.com

We hope that you find this booklet useful and informative and we'd like to thank you in advance for your support while we work towards improving your home.

Your link to UI and SNG

As the improvement works are being carried out in your home your RLO will work closely with you, making sure you are kept informed and will always be on hand to answer any questions.

You can contact your RLO between 8.30am and 5.00pm on Monday - Thursday and 8.30am - 4.30pm on Friday. If you phone and your RLO is not available, please leave a message with your contact details, and they will call you back as soon as they can.

Emergency contact

If have an emergency relating to our work after 5.00pm, on the weekend or on a Bank Holiday, please call 07392 093 516.



Resident Liaison Officer duties

Our aim is to deliver the work, causing you as little disruption as possible and your RLO will be on hand to support you before, during and after the works.

Before the work starts your Resident Liaison Officer (RLO) will go through this customer information pack and make sure you fully understand what is going to happen and when.

Your RLO will also:

1. Carry out a customer profile (please see Data Protection Policy about what we do with your personal information)
 - This is to ensure your contact details are correct.
 - Identify any specific or special needs you may have such as health issues that could be affected by the work.
2. Carry out a photographic pre-condition survey
 - This is to make sure the condition of your home and possessions are recorded before any works start, this is to ensure we leave your home as we found it.
3. Pre-work surveys
 - An appointment will be made with you to carry out any required surveys before work start.
4. Discuss the extent of the works to your home and health and safety issues.
5. Establish points of contact.
6. One week before the work begins your RLO will give you a courtesy call to remind you of your start date and to check that the original arrangements are still ok. You will also get another courtesy call the day before the work is due to start.
7. Visit your home as required whilst work is in progress to make sure that there are no outstanding issues.

Your RLO will be based on site between 8.30am and 5.00pm, Monday to and 8.30am - 4.30pm on Friday.



WE ARE HERE TO HELP

PLEASE CONTACT YOUR
RESIDENT LIAISON OFFICER IF
YOU HAVE ANY CONCERNS OR
QUESTIONS WITH YOUR
KITCHEN AND BATHROOM
IMPROVEMENT



Health and safety

Help us to keep you safe

Building work can some times attract opportunist crime, in particular bogus tradesmen trying to gain access to your home.

We try to take every precaution to keep you safe and ask you to please be aware of our security procedures:

- All United Infrastructure staff wear photo identification card, as shown in the picture (right);
- ID cards will be shown on every visit;
- All of our staff and subcontractors wear United Infrastructure branded uniform;
- Our Resident Liaison Officer will pre-book appointments to gain access to your property;



Always check someone's ID before letting them into your home. If you're unsure about who they are, ask them to wait outside and contact your Resident Liaison Officer (RLO) to confirm their identity.

Keeping safe during the works

All United Infrastructure workers are fully trained to work safely, which is why we have a great safety record. Please follow any safety advice they give you while they're working in or around your home.

Most importantly, don't turn the electricity on or off without telling us first, as this could be very dangerous during the work.

While work is in progress, please don't go into the work areas and ensure these spaces are kept clear at all times.

If you need access to a work area during the day, please speak to one of our workers first, or contact your RLO assistance.

For your safety please:

- Please be careful around the areas where we're working.
- Let any visitors know that work is going on.
- Make sure children understand that the work area could be dangerous and ask them to stay away.
- Keep pets out of the area for their safety.
- Also, please keep the space clear so we can access it easily and work safely.

Key holding procedure

We'll install a key safe facility on site, and implement a key safe procedure which tracks and logs the movement of keys every time they are used.

Other points to note

Once work commences in your home, we will require access until the work is completed. (Monday –Friday).

Works will be completed in stages and this will be fully explained to you during the pre condition survey undertaken with you and your dedicated RLO before any works start.



Before the work starts

In preparation for the work to begin, you may need to move some of your belongings away from the area we will be working in.

If you need assistance in moving items then please let your RLO know and they will arrange for someone to help you. If you need help with moving heavy items, a disclaimer will need to be signed.

Please note that we cannot move any of your items without you being present. Valuables should always be moved to a safe and secure place. If you need boxes to pack your personal items, let your RLO know they will deliver some to you.

To make things easier while the works are being carried out, we recommend batch cooking and freezing meals in advance, as you will not have kitchen work surfaces for approximately 10 days.

We can provide a temporary hot plate during the works; however, if you have an air fryer and a microwave, these should be sufficient. If you feel like you will need a hot plate, let your RLO know on the day works begin.

UI and you should stick to the agreed start date. But if there are any delays, we'll let you know. If you know of any reason why work can't start on the date in your start letter, or can't continue on any day, please tell your RLO (Resident Liaison Officer) as soon as possible.

Frequently asked questions

How much notice will I get?

We'll give you as much notice as possible before work starts in your home. You will also receive a letter confirming your start date in advance.

Will the contractor need to visit before work starts?

Yes. Every home is different, so a pre-visit is required. An appointment will be arranged to assess the work and discuss any questions or concerns you may have.

Will I have to move out?

No. You can remain in your home while the work is carried out. Each evening, we will ensure your water and electricity are fully restored.

Should I tell my home insurance company?

Yes, please inform your home insurance provider that building work will be taking place.

How long will the works take?

- Kitchen only: 15 working days
- Bathroom only: 15 working days
- Kitchen and bathroom: 20 working days

Will someone attend every day?

We aim to have a trade attending daily. However, due to drying times and work sequencing, there may be 2–3 days during the programme when no one is in your home.

Your Resident Liaison Officer will provide daily updates so you know who to expect.

Frequently asked questions

What time will trades arrive?

They will arrive within one of the following time slots:

Morning: 8:00am – 12:00pm

Afternoon: 12:00pm – 4:00pm

Please note, arrivals will be within the time slot rather than exactly at the start time. Once work is completed, operatives will move on to the next property.

What are the contractor's working hours?

Monday to Friday: 8:00am – 5:00pm

Wherever possible, noisy work will be carried out between 9:00am and 5:00pm. If work is required outside of these hours, this will be discussed with you in advance.

Will I be able to use my appliances?

No. All appliances will be disconnected for the duration of the works. They will be reconnected once the handyman completes the final finishing works. If requested on a Friday by 12 noon we can reconnect your washing machine although we do recommend against it due to movement damage. UI or SNG will not take responsibility if any damage occurs.

Will the new kitchen/bathroom be like-for-like?

No. Installations will be carried out in line with the SNG specification.

Do I need to provide consistent access?

Yes. Continuous access is required throughout the works, even on days where no active work may be taking place. This allows us to send additional trades if needed. If you know you will be unavailable at any point, please inform your Resident Liaison Officer as soon as possible so the daily programme can be planned accordingly.

Frequently asked questions

Can I make any changes to my design and colours after selection?

Yes, but changes must be requested within the 5-day cooling-off period, starting from the date you signed the design and colour choice form. This allows time for materials to be ordered and manufactured to meet delivery schedules.

Who is the best person to contact if i have any questions about the works?

Your Resident Liaison Officer (RLO) is your main point of contact and they will stay in regular contact with you throughout the improvement works.

They will keep you informed about access arrangements, available choices, and any other important details to help ensure the work runs smoothly. If you have any questions or concerns at any stage, your RLO will be happy to discuss them with you and provide the support you need.

How will I know the person at my door is one of the contractors?

All contractor staff will carry official identification and wearing United Infrastructure branded clothing. If you are ever unsure or feel worried, please call your Resident Liaison Officer (RLO) immediately. They can confirm whether the person at your door is a legitimate member of our team.

What happens if I'm not happy with the process or quality of works?

We understand that these works can be disruptive and may not always progress as you expect. However, it's important that we are given the opportunity to complete the works in line with the agreed programme.

Please allow our team to carry out the works without involvement during the installation phase, as there are multiple quality inspections built into the process. These checks take place before the works are offered to SNG for final handover.

We assure you that all works will be completed in line with SNG's specifications and quality standards. Any concerns you have during the process should be raised with your Resident Liaison Officer, who will ensure they are addressed through the appropriate channels.

What happens at a post-completion inspection/sign off?

All checks will be carried out in partnership with SNG to ensure that you're both fully satisfied with the quality of the completed work.

What happens if I have a problem after the work is finished?

After the work in your home is finished, if you have any problems in the first 12 months please contact your project administrator on 01322 612 800 or email D1enquiries@unitedInfrastructure.com

RCDs explained

What is an RCD?

An RCD (Residual Current Device) is a safety switch that can save your life. It protects you from getting a deadly electric shock if you touch something live, like a bare wire. It can also help stop electrical fires. RCDs give you better protection than normal fuses or circuit breakers.

How does it work?

An RCD keeps an eye on the electricity flowing through your wires. If it notices that electricity is going somewhere it shouldn't—like through a person—it quickly turns off the power. This helps stop serious injuries or even death.

If a fault is picked up on any appliance no matter how old it will continue to shut your electric off.

Why is RCD protection important?

RCDs are important because they can save lives and help prevent fires caused by electricity.

- In the UK, about 70 people die and 350,000 are hurt every year because of electrical accidents at home.
- According to Electrical Safety First, there were 1,140 accidental electrical fires involving white goods (like tumble dryers and washing machines) in England in the past year—about 3 per day
- Still, more than 13 million homes in the UK don't have proper RCD protection.

Note on appliances

WORK DOES NOT INCLUDE ANY NEW APPLIANCES.

SNG or United Infrastructure won't be supplying new appliances as part of your kitchen replacement. The spaces for appliances are standard sizes to help keep the kitchen layout consistent and make the most of cupboard space.

For example:

- The cooker space is 600mm wide, with a 20mm gap on each side.
- The washing machine space is 800mm wide.

If you want to use larger or unusual appliances, you'll need to get approval from SNG first.

Before any work begins, your RLO will carry out a condition survey of your property, including your appliances.

- It is your responsibility to read the manufacturer's instructions regarding the safe movement of your appliances.
- If requested, we can help with moving appliances under your supervision.
- We recommend that new appliances are installed by manufacturer approved fitters to maintain warranty coverage.
- We strongly advise against refitting appliances during the works, as this increases the risk of damage.
- If you request an appliance to be reconnected for weekend use, please note:
- No claims can be made against United Infrastructure or SNG for any resulting damage.
- **Cookers:** Will be disconnected. A temporary cooker can be provided upon request.
- **Fridges/Freezers:** Should be moved away from the work area to avoid damage. Please ensure they are plugged back in after being moved.
- **Dishwashers:** Will remain disconnected for the duration of the works.
- **Washing Machines:** May be reconnected on **Friday afternoons** for weekend use, if technically possible.

Important: All reconnection requests must be made via your RLO by 12 noon each Friday.

No liability will be accepted by United Infrastructure or SNG for any damage.

Upgrading electrics

What an electrical upgrade might include

You might get some or all of the following:

- A new fuse box (also called a consumer unit or RCD)
- Heat and smoke alarms
- An extractor fan
- Small electrical repairs
- A full rewire of your home.

Your Resident Liaison Officer will explain exactly what electrical work is planned for your home.

Please note:

- We'll try to run new wiring through the existing channels in your walls. If that's not possible, we'll use small white trunking (plastic casing) on the surface of the walls, but we'll keep this to a minimum.
- If any of your own light fittings don't meet current safety rules, we won't be able to reinstall them. This is a legal requirement. The electrician will let you know if this applies.
- During rewiring, some cables might be left exposed overnight. These will be safely secured and won't be live, so there's no danger—but please don't touch them.
- We won't redecorate after the work, but we will fill in any holes we make.

Asbestos checks and safety measures

Before any work begins, we'll carry out thorough checks for asbestos in your property. This includes:

- Reviewing the existing asbestos register, if one is available for your home.
- Conducting a specialist Asbestos Refurbishment and Demolition Survey.

Asbestos safety – what you need to know

If asbestos is found, it's not dangerous unless it's damaged or disturbed. The risk comes when asbestos is cut, drilled, or broken, which can release harmful fibres into the air.

If any asbestos needs to be removed, it will be done safely by trained professionals using approved methods.

Your Resident Liaison Officer (RLO) will let you know if any removal work is needed and will give you all the details in advance, including when the work will happen.

Diversity & Equality

Any discrimination against a person on the basis of disability, age, gender, sexual orientation, race, colour, or belief is unacceptable to us as we strive to provide the best possible services to all our customers regardless.

We respect an individual's culture and circumstances and, where appropriate, endeavour to identify and support customers with special needs.

We'd really appreciate it if you would bring to our attention any special needs we may not have been aware of so that we can make every effort, where possible, to accommodate you.

In return we politely ask that customers respect the diverse and multicultural workforce we employ.

Supporting residents with additional needs

Because people are different, people have different things that they need help with. We want to make sure this help and support meets your individual or personal needs.

If you are vulnerable or have a disability we will be able to offer you:

- One-to-one consultations
- Help with packing, moving and covering furniture and belongings
- Daily RLO visits
- Language or translation support (in the case of non-English speaking households).

Queries

If you are unsure about any of the works being carried out or have any special needs that we should be aware of, please let your RLO know.

Complaints

If you wish to make a complaint, please contact your RLO in the first instance. We'll keep your landlord fully informed as to our actions.

Letting us know how we are doing

We appreciate your feedback as it helps us make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

Customer drop ins

If you have a query or concern that you would like to discuss in person, a member of our team will be available for consultation between 8.00am and 5.00pm, Monday to Thursday and 8.00am - 4.30pm on Friday.



Compliments, comments & complaints

We always aim to offer a great service but like any organisation we can make mistakes. We're always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so we can learn from our mistakes and improve our service to you.

When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we'd love to hear about it. We'll make sure that member of staff is recognised.

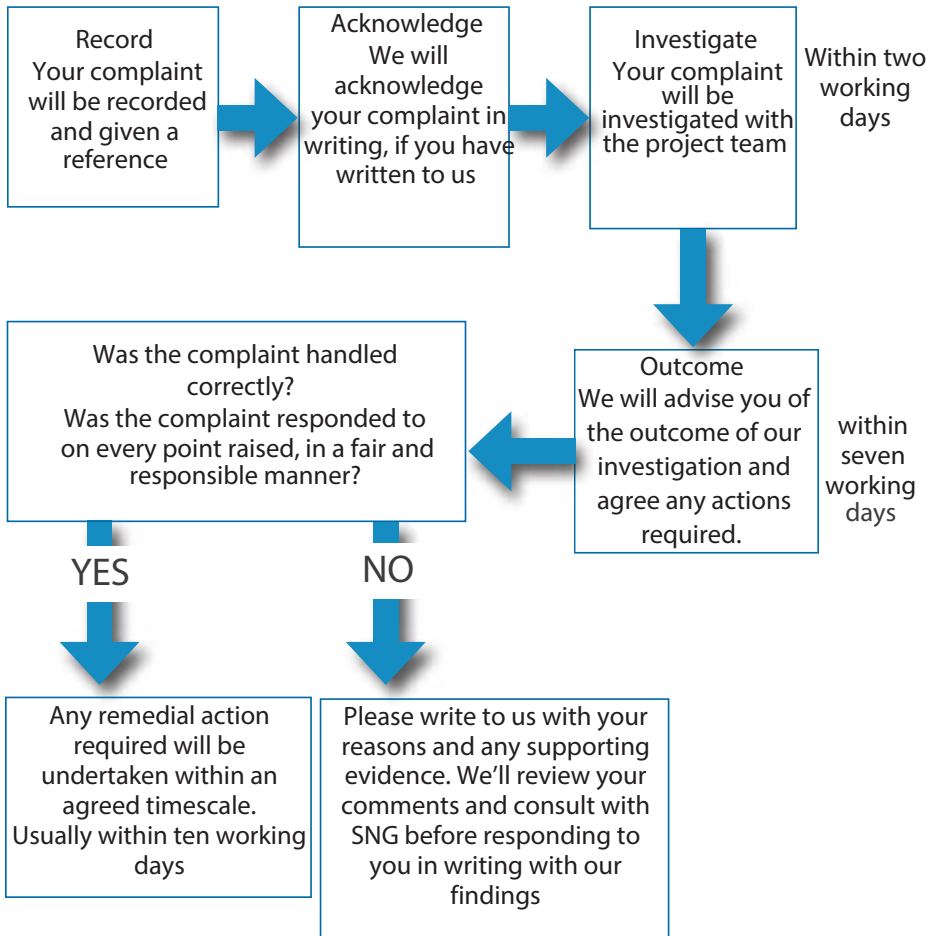
If we get it wrong

If you are unhappy with the service you receive from us please let us know – Your RLO is the best person to speak to. They'll investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they'll do their utmost to support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we'll keep you informed of progress and any delays.

Should you feel your RLO has not been able to deal with your complaint, your SNG Resident Liaison Officer will be able to assist.

If we get it wrong



UNITED INFRASTRUCTURE
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