

# Planned maintenance

tenant information

We will be carrying out planned maintenance works on the building on 15th March 2023. This work will involve the replacement of the lift and the installation of new lift doors. We will be working from 9am to 5pm on this day. We will be working on the lift and the lift doors. We will be working on the lift and the lift doors. We will be working on the lift and the lift doors.

This tenant information leaflet has useful information on the works and includes:

- Frequently asked questions
- The tenants' charter





We will respect different cultures  
We will respect different cultures

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We prefer to receive formal complaints in writing as this minimises the likelihood of any misunderstandings and/or misinterpretation.

Details of your complaint will be formally logged and acknowledged in writing within two working days letting you know the complaint reference number, who will be investigating and the 10 working day deadline date for a full response from the investigating officer.

### **F-1 a c - Stage 2**

If you are not satisfied with the reply you receive at stage 1, you can request a review of your complaint. Details of who to contact will be with the response to the stage 1 complaint.

### **F-1 a c - Stage 3**

If you remain dissatisfied with the response at Stage 2, you have the right to submit your complaint to the Housing Ombudsman. This is an independent person employed by the Government to monitor the actions of registered social landlords, including council housing.

Further details can be found on their website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

If a complaint is sent direct to the ombudsman without going through the formal complaints procedure stages 1 and 2, they are likely to redirect the complaint back to Crawley Borough Council asking us to investigate the complaint at the appropriate stage.



## Contact

While we are working in your property, you might have some concerns or questions or you may need to contact us urgently about the works so here are a few useful numbers.

## Emergency

Gas or Electrical

01293 438111

Planned maintenance team

01293 438248

## Security

While works are taking place please put valuables in a safe place as things may

