

Improvement Programme

When the housing stock transferred to Eastlands Homes in September 2003 we set up a programme to improve all homes.

Phase one of the improvement programme runs from October 2003 to January 2008. Depending on the age and condition of the property some or all of the following work has been carried out;

- New windows
- Doors
- Kitchens
- Damp-works
- Heating replacement
- Electrical upgrades
- New bathrooms
- New front fencing
- Pointing
- Structural repairs
- Roofing
- Canopies
- Cavity wall & loft insulation

The Future

The next five year programme starts in April 2008. We have set up a customer panel to help us decide the priorities for investment. The programme will include further internal and external improvements. We also want to reduce environmental damage through our improvement schemes.

Our Partners

We work closely with partners so that our schemes are high quality and give good value for money.

We also make sure our contractors;

- Have the approved qualifications and skills to carry out the work.
- Are courteous, polite and carry out work to high standards.
- Provide local training and employment opportunities.

Tell us what you think

We hold regular meetings to update and review the progress of work. The meeting dates are publicised in our quarterly newsletters. We also carry out surveys to get feedback on work after it is finished. This is used to improve the way we do things.

You can tell us what you think about the Improvement Programme by filling in the "Are You Satisfied" leaflet, attending the meetings or by calling Eastline on 0161 274 2390.



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Contacting **Eastlands Homes: Call Eastline (0161) 274 2390, 8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

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