

Frequently Asked Questions – Major Works / 5 Year Projection of Works

1. Why have I been sent the 5 year estimate budget?

The 5 year projection of proposed works is a guide and has been sent to you to give you advance notice of planned works that you will need to pay a proportion of the cost.

We proposed to send you an update of the 5 year plan annually, to help your financial planning going forward.

As we plan to send information showing the next five years annually, you may therefore see changes to the estimated costs and projected years.

2. How do FCHO decide when works need to be done?

The properties have been surveyed by third party surveyors, who use industry recognised expected life spans for each building element to estimate when building element might need renewing or repairing, see examples below;

Building Element	Typical Life Span
Pitched Roof	60 – 80 years
Flat Roof	15 – 20 Years
Intercom	15 – 20 Years
Tiled Flooring	60 – 70 years
Window Frames	40 years
Brick Pointing	50 years
Communal Entrance Doors (steel or composite)	30 years

3. Are the works necessary?

The proposed works and projected year have been based on stock condition surveys of the buildings as given in point 2. However, before any works are delivered we survey again and confirm the works are required.

4. Why wasn't I sent this information earlier?

It is only recently that we have been in a position to send out this projected information.

If any of your contact details are incorrect please let us know so that we can amend our records.

5. Why do I have to pay towards repairs/maintenance/major works?

The Right to Buy leases issued by Oldham Council or First Choice Homes state that the lessees (you) are responsible for their share of the costs of maintaining the building internally, externally and the communal grounds (where applicable). If your lease states you do not need to pay, you will not be charged.

<p>6. What other communication will I receive about the work?</p>	<p>For works costing more than £250.00 inclusive of VAT we must do additional consultation with you via a process known as the Section 20 consultation. Works costing more than £250.00 are classed as major works.</p> <p>For some types of works you may be invited to face to face consultation over and above the statutory consultation.</p>
<p>7. Can I object to the works being done?</p>	<p>As part of the Section 20 consultation process you are given an opportunity to tell us what you think (known as observations). We will respond to your observations and may occasionally change the scope of the works, where appropriate.</p>
<p>8. Do tenants pay their share of the costs of the works listed?</p>	<p>Yes. Tenant's pay rent every week from which First Choice Homes fund all expenses relating to the up keep of its properties and buildings.</p>
<p>9. Are the estimates shown on the 5 year projection accurate?</p>	<p>The figures quoted are estimates and are for guidance only.</p> <p>The costs quoted are based on the measurement and a schedule of rates.</p>
<p>10. Can the final invoice differ from that stated in the Section 20 Consultation Notices or shown on the 5 year budget estimate?</p>	<p>Yes.</p> <p>The costs provided to calculate the 5 year projection are based on our stock condition surveys and schedule of rates.</p> <p>When the works are due it is put out to tender. The tender costs show in any Section 20 Notices sent.</p> <p>Only when the works have been completed will we know the final cost and therefore it is possible the invoice sent could be lower or higher than that shown in the Section 20 notices.</p>

<p>11. Will the works be carried out in the year shown on the budget estimate?</p>	<p>The year we propose to carry out the works is based on the third party surveys mentioned in points 2 and 3.</p> <p>However, we may need to bring the works forward if the condition of the building element has deteriorated quicker than expected, or where its condition is better than expected we may need to delay the works. Where a change is made, this will be shown on the next 5 year plan you receive.</p>
<p>12. How do I know I'm getting value for money?</p>	<p>It is in the interest of First Choice Homes Oldham that we achieve value for money because this is what our regulator the Homes and Communities Agency requires of us and how we are accountable to tenants who pay the majority of the cost of the works.</p> <p>Works are tendered to ensure FCHO get the best value for money. This is in turn passed on to all our leaseholders as customers.</p>
<p>13. What do I do if I do not agree with the 5 year plan?</p>	<p>In the first instance please attend the 5 year plan consultation event or yearly leaseholder event which we propose to hold in March each year.</p> <p>Alternatively, you can contact us via the contact details at the end of this information.</p>
<p>14. When will I receive the invoice for the work?</p>	<p>We will send your invoice once we have been invoiced by the contractor. This could be 4-18 months after the works have been completed.</p>
<p>15. Why do I have to pay for the works?</p>	<p>You are being asked to pay a portion of the costs because your lease states you have a legal obligation to do so. If you have concerns please contact us in the first instance. Alternatively for third party advice you can contact the Citizens Advice Bureau, Oldham.</p>

<p>16. How can I pay?</p>	<p>Further information regarding payment options will be sent with the invoice.</p> <p>However we would encourage you to save wherever possible to help pay towards future works.</p>
<p>17. What if I cannot afford to pay?</p>	<p>If you have concerns about your ability to pay please contact the Homeowners Service for further information.</p>
<p>18. Will meetings be held with leaseholders to discuss the major works?</p>	<p>Yes, where appropriate, leaseholders may be invited to a consultation event over and above that offered to all tenants.</p> <p>Details of any additional leasehold customer face to face meetings will be notified to you in writing.</p>
<p>19. What do I do if I would like to meet with you?</p>	<p>If you wish to see a member of the Homeownership Team please use the contact details shown below to make an appointment.</p>
<p>20. Will the works increase the value of my property?</p>	<p>This is not something we can promise, however, a well maintained building is more likely to maximise your property's resale value, and if you sublet your property, its rental income too.</p>
<p>CONTACT DETAILS:</p>	<p>By phone: 0161 393 7117</p> <p>8.00am to 8.00pm Monday to Friday.</p> <p>8.00am to 12.00pm Saturday</p> <p>By email: homeowners@fcho.co.uk</p> <p>We will respond to all emails within 3 working days.</p> <p>In writing: Homeownership Service, First Place, 22 Union Street, Oldham, OL1 1BE</p> <p>We will respond to all mail within 5 working days.</p>