

# Home Improvements



In this leaflet we explain why and when we need carry out larger works to improve your home



## Planned Maintenance works are how we continually invest in your home

Our home improvements programme is based on the visits we make to you to carry out a Home Survey. This allows us to understand when you need a new kitchen, bathroom, more efficient heating system and new external doors.

We work in partnership with contractors to help us undertake these improvements and are always keen to know how they are doing so please give us your feedback.

We also work in partnership with Care Direct and their occupational therapists to understand how you can remain living independent in your own home as you get older, for example: installing walk in showers and/or handrails.

For more information visit [www.devon.gov.uk/caredirect](http://www.devon.gov.uk/caredirect) or phone Care Direct 0345 155 1107

For more information please visit our website where more detail on all these items can be found: [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)



### Home Improvement

Wet Room / Level Access Shower Installation



### Home Improvement

External Decorations



### Home Improvement

Air Source Heating



### Home Improvement

Bathroom Installation

## When we need to come into your home

Sometimes we need access to the loft which is why we ask you not to store items in there for example; when needing to replace pipes, roofs and electrical wiring or insulate loft spaces so that your home is warmer.

We know some of these improvements will cause disruption in your home and we try to minimise this as much as possible, for example we will give you plenty of notice and arrange times for the work to be carried out that suits you.

Once your home is included in our planned programme of improvements we will write to you including a booklet that tells you exactly what will happen and the standards you can expect from us and our contractors.

All these booklets are available on our website.

If you have any concerns or queries please call telephone us on 01271 312500.

We will always tell you in advance when these works are planned



### Aids & Adaptations



### Home Improvement Kitchen Installation



### Home Improvement

Gas Heating Installation



### Home Improvement

Boiler Replacement



### Home Improvement

Doors



Need  
help?

Phone us: 01271 312500

Email us: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)

Complete our on-line forms via our website:  
[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

Follow us on Facebook or tweet us:  
@NorthDevonHomes

Emergency Out of Hours Service:  
Freephone: 0800 917 0619



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