

ODS

Planned Works

Service Standards

(for council house tenants)



working
with



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

The Planned Works Operations team is responsible for designing and installing new kitchens and bathrooms to bring homes up to the 'Decent Homes Standard' and carry out any necessary disabled adaptation work.

Disabled Adaptations. We will:

- Ensure that any routine disabled adaptations work is undertaken once we have received the referral from the Occupational Therapist (OT).

Kitchen and Bathroom renewals

If your kitchen or bathroom is due for renewal we will:

- Design your kitchen and/or bathroom to suit your needs in accordance with Oxford City Council's policy
- Design your kitchen to suit your appliances
- Offer you a choice of finishes
- Send out a customer satisfaction questionnaire and carry out phone surveys when specialist work is undertaken to gauge your level of satisfaction.

You can help us achieve our Service Standards by:

- Ensuring that you are home, at the agreed appointment time, or by letting us know well in advance if you cannot be there, so we can arrange another time
- Ensuring that work areas are cleared prior to our staff arriving.

Further information about planned works, can be found on Oxford City Council's website https://www.oxford.gov.uk/info/20105/council_housing

Tell us what you think:

Your feedback about our planned works services and how these can be improved is welcomed.

Please visit www.oxford.gov.uk/feedback

All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

Westgate

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