

We need to visit your home.

What's happening?

Over the next few weeks, we'll be carrying out essential surveys across your building.

These checks are the foundation for all the planned safety improvements and we cannot progress without them.

We need to access every home/garage



To complete these surveys, our teams must be able to access **every flat and garage**.

We completely understand that letting someone into your home can feel intrusive. Life is busy - school runs, work, caring responsibilities, or simply wanting your own space - it can feel like there's never a convenient moment.

That's why we'll work around you as much as possible. Whether it's early mornings, later appointments, or a day that fits your routine, we'll try to make it easier.

But it *is* important that we find a time for a survey in your home/garage so we can make these essential safety improvements.

What to expect at the visit:

- **Time in your home:** about half an hour.
- **3D scanning, not standard photos:** we'll use a specialist 3D camera to capture room dimensions and layout. It maps spaces - it doesn't take normal pictures of your belongings.
- **Occasional small drill hole:** in some homes we may need to drill a small hole to check inside the wall. If so, we'll fill it and repaint to match so there's no visible trace.
- **Respect for your space:** we'll protect surfaces and work neatly, keep noise to a minimum as much as possible, and leave your home as we found it.



What happens if we can't get in?

If we can't access your home, it causes real delays.

It means:

- essential safety information remains incomplete
- safety repair work for your block cannot progress
- the overall programme is pushed back for everyone.

Access isn't optional. If we can't reach you, we'll have to keep contacting you until we can arrange a visit. We know repeated calls or messages can be frustrating - which is why agreeing a time that works for you really helps us keep things on track.

How appointments will work

You'll hear from your Resident Liaison Officer at Newman Francis again soon to arrange your visit. If you need to change the appointment, just let us know as early as you can - we'll do our best to help.

All surveyors will:

- carry official photo ID
- only arrive at the agreed time
- be fully briefed on the work required in your home.

Thank you for working with us

If you have any questions or concerns, Newman Francis are here to help - just get in touch.

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