

## **Announcement from DE Ops Housing on the new Carpet Process Improvements**

In order to improve the procedure for the ordering and fitting of floor coverings, DE Ops Housing and MHS have revised their internal process. This less cumbersome ordering process will reduce the backlog of orders that have occurred and ensure that an acceptable and timely fitting service will be reinstated quickly.

### **What should an occupant do if they believe that they need new carpets?**

If an occupant believes that they need a new carpet, then they should contact the MHS Helpdesk or relevant Housing Information Centre and a request for new carpets will be logged. Once DE, as Landlord, agree to the replacement of carpets, the request will then be passed to MHS who will then co-ordinate the measuring and fitting of the carpets through their Carpet supplier, Forbo.

### **What do I need to do to prepare my house for the fitting of new carpets?**

On the day of the 'fitting' appointment, Forbo will arrange to move all heavy furniture. However, we kindly ask that any sentimental/valuable items are moved by occupants as Forbo will not be held responsible for the breakage of any such items.

### **And finally ...**

Please can occupants ensure that they meet all appointments for the fitting of new carpets. Whilst we try to target as many empty properties as possible in order that disruption to occupants is minimised, there are times when empty properties are not available and therefore access to occupied properties is required.

At the time of print, there are a number of occupied properties that we are unable to access even though carpets are ready to be installed. Please help us by allowing the contractors access as issues like these will not only cause delays for other occupants waiting for new carpets, but it also stops much needed improvements to the quality of many homes.