

# Home improvements

## Resident Information Pack



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## Other Languages

**This document is also available in other languages, large print, and audio format upon request. All our staff can access a telephone translation service in over 150 languages.**

### Croatian

Ako želite možete dobiti ovaj dokument i na ostalim jezicima, krupno tiskan, i u audio formatu.

### Czech

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

### French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

### Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

### Russian

Настоящий документ по отдельному запросу можно получить в переводе на другие языки напечатанным крупным шрифтом или на аудиокассете.

### Urdu

’بیم ہوناہز رگید یہب زیواتسد ہی  
دعب ےک تساوخرد روا ،ٹنرپ ےژب  
ے۔ ہایتسد بیم ٹیمراف ویڈا



# What you can expect

“We realise that having work undertaken on your home can be unsettling – especially if you are elderly, disabled, or have children or pets – so we will do everything possible to minimise disruption.”



**Keepmoat has over 30 years' experience working in and around homes to deliver improvements and has built a reputation for providing high quality work with high customer satisfaction.**



To ensure you are provided with high quality improvements, Keepmoat will work closely with your landlord to do the following:

- Keep you informed on how the improvement programme is progressing
- Offer you choice around elements such as finishes and colours
- Make sure that we explain each stage clearly and provide any information you need in order to make an informed choice
- Provide prompt responses to any concerns or queries
- Give you sufficient notice so that you know when we are going to carry out any work on your home
- Arrange for a dedicated Resident Liaison Officer to work on this project and answer any questions you have on the work being carried out

# Health & Safety

**"We make your best interests our priority and take Health & Safety very seriously."**

This includes ensuring the following:

## Identification

Our staff always wear uniforms and carry official identity cards. For your own safety, you will be shown photo identification from all trades people working in your home. Check with us by calling your Resident Liaison Officer if you are at all unsure.

## Safety for your family

Please ensure that you, your family (especially young children) and any pets keep away from the areas we are working in. This will help us to prevent any accidents.

## Clearing work areas

Please note that you are required to clear your personal belongings from areas where we are working, storing them away safely. If this is likely to pose a problem for you – because you are elderly or disabled, for example – please let the Resident Liaison Officer know as soon as possible.

## Safety footwear

Our trades people have to comply with Health & Safety rules and this includes wearing safety footwear. We realise that some residents do not like outdoor footwear worn in their home so we ensure protective sheeting is laid on floors or overshoes are worn.

## Building hazards

We will work with you to do everything we can to avoid any risks or nuisance from things like dust, noise, ladders, power tools and work on gas or electrical supplies.

## Asbestos

If we come across any unforeseen asbestos based products while carrying out work on your home, we will act safely and inform you of any action.



# Feedback

## Queries

If you are unsure about any of the works being carried out – or if you have any special needs that we should be aware of – please contact your Resident Liaison Officer. You'll find details on the 'Meet the Team' page in this pack.

## Complaints

If you wish to make a complaint, please contact your Resident Liaison Officer in the first instance. We will keep your landlord fully informed as to our actions.

## Letting us know how we're doing

Your feedback is much appreciated and enables us to make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

## Resident Drop In Sessions

If you have a query or concern that you would like to discuss in person, a member of our team will be available for consultation at our site office between the hours of 8am and 5pm, Monday to Friday. We will also have regular drop in sessions at local venues.





# Customer charter

“Keepmoat recognises the importance of providing total care and consideration throughout whilst undertaking all projects. This Charter aims to provide an agreement between residents and Keepmoat.”



## Our commitment to you

- We are aware that we are working in our customers' homes, and consideration and respect will be shown at all times, to our customers, their home and personal belongings
- We will not leave you without essential services overnight
- Our aim is to minimise disruption to residents. We will ensure we tell you about any issues that affect you or your home
- We will keep properties secure, clean and tidy, and maintain a high professional standard whilst works are undertaken in and around your home
- We ensure that our operatives are considerate to individuals' needs and show extra care and consideration to any of our vulnerable residents
- All operatives will wear identification badges. They will manage, control and minimise noise and dust levels. They will only work between 8am and 5pm Mon – Fri (not bank holidays) unless in exceptional circumstances, when two weeks' prior notice will be given
- We will ensure that whilst we are working in your home, you will have a contact telephone number of a Liaison Officer or Manager should any query arise that the operatives are unable to resolve
- We will fully consult you on the scope of works and choices, where applicable
- We ensure all our personnel are suitably skilled and competent in the task they have been employed to perform

- We preserve high levels of privacy and respect confidentiality at all times

## Residents responsibilities

- Please allow us access as requested and agreed, to enable us to complete the works to your home without delay
- Please give us 24 hours' notice if you have to cancel an appointment, as failure to do this could result in a delay in the works for you and your neighbours
- Please treat all of our staff and sub-contractors with respect and consideration
- Please keep children and pets away from the work area for their own safety and to allow us to work effectively
- Please do not leave children under the age of 16 alone in your home without adult supervision while we are working there\*
- Please let us know immediately if you have special health or medical problems that may be affected by the proposed work
- Please keep all work areas free from obstruction
- Please do not use racial or sexual comments
- In order to protect our employees from passive smoke whilst working in your home, we request that you refrain from smoking in their presence. We appreciate your co-operation on this

\*Our staff will not continue to work in your home when children are left unaccompanied as this may void our public liability insurance

# Data protection policy

**“In order to comply with the Data Protection Act 1998 (the “Act”), it is necessary for us to provide you with information about what we do with your personal information.”**



## **What personal information does Keepmoat process?**

We will hold the personal information that you provide to us via the Resident Profile form, which includes:

- Your full name;
- Your address and telephone numbers;
- Whether you are a leaseholder or a tenant;
- Your employment status;
- Any language requirements you may have;
- Any religious requirements you may have; and
- Any holidays or other absence you may have booked

## **Why does Keepmoat need this information?**

We gather your personal information so we can plan how the works will be undertaken, so we maintain contact with you during the course of the works, and so we know whether any special arrangements are required whilst those works are being carried out.

## **Keeping our records accurate**

It is important that you tell us about changes to your personal information so that we can keep our records accurate and continue to provide you with the best possible service.

## **What measures are in place to ensure the data is held securely?**

Only Keepmoat's Site Team (consisting of the Site Manager and the Resident Liaison Officer) will have access to your personal information. The Resident Profile form is kept separate from other correspondence relating to residents generally and the project in hand.

## **What happens to personal data after completion of the works?**

After the work is completed, we will securely destroy any personal information we hold about you.

The Resident Profile form is archived during the defect liability period, in case of any claims arising.

## **Your rights**

We will take all reasonable steps to ensure there is no infringement of your rights. If you wish to have access to the personal information which we process about you during the works, you should contact the Resident Liaison Officer in the first instance, who will provide you with further details. A charge is not normally made for copies of specified pieces of information which are easily accessible, but we reserve the right to charge up to £10 per request for access to personal information where compliance with the request is time-consuming or costly to us.



# Planning your electrical rewire works

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home and to book an appointment for our Electrical Contractor to carry out an electrical test in your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- Once this electrical test has been carried out, our RLO will then contact you to arrange an appointment to visit you
- During our visit we will give you a Resident Information Pack
- The RLO will fully explain what will happen and what is expected of you, such as clearing out the work areas, health & safety, etc
- Our normal hours are 8am–5pm but if there are any days or times when we can't work in your home, tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- During this visit you will be fully involved with the discussions regarding where the new sockets, switches, light fittings and fuse board (consumer unit) will be installed or fitted
- Also during this visit it will be explained to you about whether the new cabling will have to be surface mounted and what this means



## Step 4

- We will then contact you to arrange a start date
- We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start

## Step 5

- You will need to clear the work areas in time for the start date
- We may be able to help you move larger items
- The RLO will contact you 48 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

# Electrical rewire works

**“We know improvement works can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within 5 days.”**

**The following is an indication of what will happen throughout our time in your home:**

## PHASE 1

- We will either chase in or surface mount all new cabling at the customer's discretion.
- Install new sockets and light switches. (Please note that we will need to be working in various rooms and areas at one time)

## PHASE 2

- Removal of existing fuse board
- Installation of new fuse board (consumer unit) (At the end of each working day your electricity will be restored)

## PHASE 3

- Installation of pendant light fittings in all rooms except the kitchen and bathroom (where applicable)
- Installation of strip light in kitchen and a moisture sealed light fitting in the bathroom. (The Resident Liaison Officer will explain what these are when they visit you)

## PHASE 4

- Show how new fuse board (consumer unit) is operated

## PHASE 5

- Provide test certificates (where applicable) and user guide for fuse board (consumer unit)
- Inspect the work to ensure it is completed to our high standards
- Complete any minor snags before we hand over your newly heated home
- The RLO will meet with you to ensure you are happy with what has been done
- You will be given a telephone number you can call if you are unhappy with the work

## PHASE 6

- The RLO will return to see you and will ask you to complete a satisfaction survey so that we can make sure we are doing things right



# Planning your electrical upgrade works

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack
- The RLO will fully explain what will happen and what is expected of you, such as clearing out the work areas, health & safety, etc
- Our normal hours are 8am–5pm but if there are any days or times when we can't work in your home, tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- During this visit you will be fully involved with the discussions regarding what areas of the electrics will be upgraded

## Step 4

- We will then contact you to arrange a start date
- We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start



## Step 5

- You will need to clear the work areas in time for the start date
- We may be able to help you move larger items
- The RLO will contact you 24 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

# Electrical upgrade works

**"We know improvement works can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within 1 day."**

**The following is an indication of what will happen throughout our time in your home:**

## PHASE 1

- We will replace/repair damaged sockets and switches
- Replace damaged light switches. (Please note that we may need to work in various rooms and areas at one time)

## PHASE 2 (Dependent on Electrical Test)

- Removal of existing fuse board
- Installation of new fuse board (consumer unit) (At the end of each working day your electricity will be restored)

## PHASE 3

- During the visit you will be fully involved with the discussion regarding what areas of the electrics will be upgraded

## PHASE 4

- Provide test certificates (where applicable) and user guide for fuse board (consumer unit)
- Inspect the work to ensure it is completed to our high standards



- Complete any minor snags before we hand over your newly heated home
- The RLO will meet with you to ensure you are happy with what has been done
- You will be given a telephone number you can call if you are unhappy with the work

## PHASE 5

- The RLO will return to see you and will ask you to complete a satisfaction survey so that we can make sure we are doing things right



# External works

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home
- If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack and consult with you regarding the colour of your new front door (if applicable)
- The RLO will collect contact details from you and ask you about your individual needs and requirements
- The RLO will also fully explain what will happen and what is expected of you, such as clearing out the work areas, health and safety, etc. They will also talk to you about any other work planned for your home



## External works (continued)

### Step 3

- You will be informed in writing at least 7 days beforehand
- If you have a satellite dish, scaffolding may block the signal. If this is the case we will try to relocate it onto the scaffolding for the duration of the works. Please note that there may be a short amount of time where you will be without your satellite facilities as our Engineer cannot access the scaffolding until it is fully assembled
- As part of the works we will be installing a communal aerial system, therefore it will not be necessary to fix the satellite dishes back onto the building on completion of the works (please refer to the 'Digital Aerial Upgrade' factsheet). Your satellite dish will be handed back to you or we can dispose of it on your behalf
- We recommend that you contact your household insurance company to inform them of the scaffolding and keep your windows closed/locked
- The scaffolding will be secured at the end of each working day. However, if you see anyone on the scaffolding between the hours of 5.30pm – 8am weekdays, or at weekends/bank holidays, we kindly ask that you contact the police



### Step 4

- Once the scaffolding is complete, we will start the external works
- We will complete the window replacement works (if applicable for your home) followed by (or at the same time as) the door replacement works
- The insulated over cladding will be the last element of work to be completed. We will fix the cladding onto anchors which are bolted into the walls

# Planning your heating upgrade works

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack
- The RLO will fully explain what will happen and what is expected of you such as clearing out the work areas, health & safety etc
- Our normal hours are 8am–5pm but if there are any days or times when we can't work in your home, tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- During this visit you will be fully involved with the discussions regarding what areas of the heating system will be upgraded, e.g. changing of defective pipe work, radiators or boiler

## Step 4

- We will then contact you to arrange a start date
- We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start



## Step 5

- You will need to clear the work areas in time for the start date
- We may be able to help you move larger items
- The RLO will contact you 24 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

# Upgrading your heating system

**“We know improvement works can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within 5 days.”**

**The following is an indication of what will happen throughout our time in your home:**

## PHASE 1

- We will remove the defective part of the heating system that needs upgrading
- Drain down existing system

## PHASE 2

- Install upgrade to heating system
- Please be aware that we will only be upgrading the pipework and radiators that have been identified as being defective
- Please note that we may need to be working in various rooms and areas at one time

## PHASE 3

- Show how new boiler is operated, if applicable
- Provide test certificates and user manual for boiler, if applicable
- Inspect the work to ensure it is completed to our high standards
- Complete any minor snags before we hand over your newly heated home
- The RLO will meet with you to ensure you are happy with what has been done
- You will be given a telephone number you can call if you are unhappy with the work

## PHASE 4

- The RLO will return to see you and will ask you to complete a satisfaction survey so that we can make sure we are doing things right





# Planning your heating



## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack
- The RLO will fully explain what will happen and what is expected of you such as clearing out the work areas, health & safety, etc
- Our normal hours are 8am–5pm but if there are any days or times when we can't work in your home, tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- During this visit you will be fully involved with the discussions regarding what areas of the heating system will be upgraded, e.g. changing of defective pipe work or radiators or boiler

## Step 4

- We will then contact you to arrange a start date
- We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start

## Step 5

- You will need to clear the work areas in time for the start date
- We may be able to help you move larger items
- The RLO will contact you 24 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

# Installing your heating system

**“We know improvement work can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within 5 days.”**

**The following is an indication of what will happen throughout our time in your home:**

## PHASE 1

- We will remove your existing radiators and boiler
- Remove back boiler and fireplace
- Block up and make good the fireplace
- Drain down existing system



## PHASE 2

- Fit new pipework (where applicable). It may be possible that some, if not all, of the existing pipework may be able to be used, reducing the inconvenience and disruption. (Please note that we will need to be working in various rooms and areas at one time)

## PHASE 3

- Fit radiators to all rooms throughout your home

## PHASE 4

- Install new boiler
- Show how new boiler is operated

## PHASE 5

- Provide test certificates and user manual for boiler
- Inspect the work to ensure it is completed to our high standards
- Complete any minor snags before we hand over your newly heated home
- The RLO will meet with you to ensure you are happy with what has been done
- You will be given a telephone number you can call if you are unhappy with the work

## PHASE 6

- The RLO will return to see you and will ask you to complete a satisfaction survey so that we can make sure we are doing things right

# Meet the team

If you have any questions or concerns about the work in your property, please contact your Resident Liaison Officer in the first instance, or phone our office on 01708 853897.



**Darrell Bailey**  
Operations Manager



**Lee Anderson**  
Senior Contracts Manager



**Keith Bassett**  
Senior Site Manager



**Karen Hollington**  
Senior Resident Liaison Officer



**Tony Rice**  
Site Manager



**John Bennett**  
Site Manager



**Gary Caulfield**  
Assistant Site Manager



**Tina Mason**  
Resident Liaison Officer



**Janice Knight**  
Resident Liaison Officer



**Anne Wright**  
Resident Liaison Officer



**Stephen Clark**  
Resident Liaison Officer



**Lauren Mason**  
Apprentice Resident Liaison

**Linda Glibbery**  
Administrator



# Our promise to

## We are committed to working together to:

- Provide a flexible, high quality service for residents
- Involve you as much as possible in the improvement process
- Give you choices about how much we improve your home
- Keep you fully informed at all stages of your home improvements
- Treat your home with respect
- Complete the works within the stated timescales
- Listen to your concerns
- Address any complaint within two days
- Gain your complete satisfaction

## This commitment is backed by our Code of Conduct, which includes:

- Conducting our work in a health conscious and safe manner at all times
- Managing, controlling and minimising noise and dust levels
- Maintaining acceptable standards of cleanliness and tidiness
- Keeping your home secure and not exposing your property to unnecessary risk
- Preserving levels of privacy and respecting confidentiality at all times
- Being open with you about any issues and aiming to respond to your queries and comments effectively

- Ensuring all staff carry personal identification, presenting it on request
- Ensuring all staff are suitably skilled and competent in the task they have been employed to perform
- Having respect for our surrounding environment
- Keeping sight of individual needs and accommodating them where possible
- Providing a dedicated service to ensure that overall disruption is kept to a minimum
- Ensuring you are satisfied with any work carried out on your home
- Identifying any special needs or requirements to ensure all residents receive the same level of service
- Keeping you informed of progress of all work carried out on your home – before, during, and on completion
- Acting on your suggestions to improve our service

## Things we won't do:

- Use foul, abusive or offensive language
- Smoke in your home
- Work under the influence of alcohol or drugs
- Use any of your facilities or tools – such as brush and pan, shovels, tea-making facilities, telephones and toilets – without your express permission



## What we expect from you

- Please keep all arranged appointments and provide access for the work to be carried out

## Keeping you informed

We believe that keeping you informed of what is going on is vital to the success of our work

We aim to:

- Confirm any changes to the date or details of work being carried out
- Ensure that any date agreed is convenient to all parties
- Notify you in writing at least two weeks before we plan to start work on your home. This will include what we intend to do, how long we think the work will take, anything you need to do, and what sort of disruption you can expect
- Confirm the work start date in advance, so that any queries can be dealt with directly
- Keep records of all correspondences and attempts to gain access, change access or refuse access



# Planning your doors and windows

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack and you will be given choices for the colour and design options available for your new door/s
- The RLO will fully explain what will happen and what is expected of you such as clearing out the work area around your door/s
- Our normal hours are 8am–5pm but if there are any days or times when we can't work in your home, tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- The RLO will make an appointment for a surveyor from the door supplier to visit and take the measurements
- You will be asked to confirm your choices via a signature. At this stage your choice cannot be changed as the door/s will have been ordered and manufactured

## Step 4

- When we know the dates that your door/s will be delivered, we will contact you to arrange a fitting date. We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start. If your plans change then please inform us and re-book so we have plenty of time to book in another resident

## Step 5

- The RLO will contact you 48 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

## Step 6 Installation

- We will need you to ensure that the areas around your door/s are clear for good access for the fitters
- We know improvement works can be disruptive but we will keep you informed, and protect your hallway flooring, and will remove any rubbish at the end of the day. We aim to complete this work within 1 day
- We will talk through and issue you with an instruction manual on how to use the locking mechanism on your new door/s
- We will issue you with three keys for the new door/s
- The RLO will return to see you after 2 weeks and will ask you to complete a satisfaction survey so that we can make sure we are doing things right

# Planning your doors and windows (continued)

**During the work We will provide dust sheets to cover your furniture**

## Preparation

**Please make sure you carry out the following preparations before we arrive to start the work:**

- Pack away your belongings safely and securely and store away from the working areas
- Take down wall hangings, pictures and mirrors from the walls that may be affected by vibrations caused by the works
- Move any obstructing furniture away from the areas where we will be working (if you are unsure what to move please ask us and we will provide guidance prior to work commencement)
- Boxes will be provided at your request

## Helping Hand?

If you have specific needs or require assistance please contact your Resident Liaison Officer and we will work together to programme the works accordingly.

## Aftercare

We will make sure arrangements are made for you to receive the new keys for your door.

- **Keep trickle vents permanently open at the top of the window frames.** PVC-u windows will keep your home much more draughtproof. However, natural ventilation has now been reduced and moist air produced from activities such as cooking and washing may not be removed from the property as quickly as it used to be

- **Open bedroom windows for a few minutes in the morning to allow the room to air.** An average person's breathing releases a litre of water vapour to the atmosphere while sleeping every night!
- **To open the window sash,** depress the button on the silver cranked handle and whilst holding the button turn the handle to the vertical position and gently push the sash outwards
- **To close the window sash,** depress the button on the silver cranked handle and ensure the handle is in the vertical position. Pull the sash into the closed position and turn the handle back into the horizontal position thereby activating the auto-locking device
- **Never use any abrasive materials to clean door and window frames.** To remove atmospheric grime from handles and frames, clean regularly with soap and water, stubborn stains may be removed with a reputable cream cleaner
- **Do not puncture the frame of the window or door in any way.** This includes both the interior and exterior. Puncturing the frame can affect drainage and reduce the life of your window. We recommend using hooks with adhesive where attachment to the frame is desired e.g. curtains / nets
- **Door hinges, pivots, sliding shoe and tracks.** Keep free from dirt, debris and obstruction at all times
- **Letter Box lubrication.** Lightly oil springs on inside and outside flaps annually

**Should you have any concerns after the work is complete please contact our Customer Service Advisors on 0800 019 0919.**

# Planning your new kitchen

## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack and you will be given choices for your new kitchen, such as wall colours and flooring
- The RLO will fully explain what will happen and what is expected of you, such as clearing out your cupboards, health & safety, etc
- Our normal hours are 8am – 5pm but if there are any days or times when we can't work in your home, please tell us and we will work with you to overcome any issues
- We may ask to look at other areas in your home to help us plan future works

## Step 3

- The RLO will make an appointment to come back with a surveyor from the kitchen supplier to discuss the improvements to your home
- During this visit you will be fully involved with the detailed design of your kitchen and you will be given a copy so that you can discuss it with your family
- You will be given one week to agree any changes with us. If we do not hear from you, we will order the design that you originally agreed

- Once your new kitchen has been ordered, we will contact you to arrange a start date. We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing two weeks before the start

## Step 5

- You will need to clear your kitchen in time for the start date. We will help you move larger items if you need us to and can supply packing boxes
- The RLO will contact you 48 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about



# Fitting your new kitchen



“We know improvement works can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within the timescale we give you.”

**The following is an indication of what will happen throughout our time in your home:**

## Phase 1

- Removal of existing appliances, storing them safely and securely
- Removal of your old kitchen, tiles, pantry\* and flooring
- Hatch and pantry window blocked up\*
- Holes created for new electrical points and gaps filled where the old points were situated
- Kitchen water supply capped off/gas supply altered if necessary

\*with the resident's agreement/if applicable

## Phase 2

- Ceiling boards fitted if necessary
- Artex ceiling if required
- Walls and ceiling prepared for decorating



## Fitting your new kitchen (continued)

### Phase 3

- New kitchen units fitted
- Wall tiles fitted
- All supplies re-connected

### Phase 4

- Kitchen decorated
- Floor area prepared and new flooring fitted

### Phase 5

- Existing appliances refitted and test certificates provided as required
- Work inspected to ensure it is completed to our high standards
- Any minor snags completed before we hand over your newly refurbished home
- The RLO will meet with you to ensure you are happy with what has been done. You will receive an aftercare booklet on the care of your kitchen
- You will be given a telephone number you can call if you are unhappy with the work

### Phase 6

- The RLO will return to see you after the work is finished and will ask you to complete a satisfaction survey so that we can make sure we are doing things right



# Planning your bathroom



## Step 1

- A Resident Liaison Officer (RLO) will contact you to arrange an appointment to discuss the improvements to your home. If we are in the area talking to your neighbours, we may knock, but please tell us if it is not a convenient time and we will reschedule

## Step 2

- During our visit we will give you an information pack and you will be given choices for your new bathroom such as wall colours and flooring
- The RLO will fully explain what will happen and what is expected of you, such as clearing your bathroom of all personal belongings, health & safety, etc
- Our normal hours are 8am – 5pm but if there are any days or times when we can't work in your home, tell us and we

will work with you to overcome any issues

- We may ask to look at other areas in your home to help us plan future works

## Step 3

- We will contact you to arrange a start date. We will do our very best to ensure that this is convenient for you and your family and will confirm this in writing 2 weeks before the start

## Step 4

- You will need to clear your bathroom in time for the start date
- The RLO will contact you 48 hours before the work starts to ensure you are prepared
- Do not hesitate to contact the RLO if there is anything that you are unsure about

# Fitting your bathroom

**“We know improvement works can be disruptive but we will keep you informed, protect your home from dust and mess as much as possible and clear up as we work. We will remove any building rubbish at the end of each day. We aim to complete this work within 10 days.”**

Please make sure you use the bathroom facilities before we arrive each day as you will not have access to the bathroom during the day. Your toilet will also be out of use for a short duration during phase one but we will do our best to keep this to a minimum.

**The following is an indication of what will happen throughout our time in your home:**

## PHASE 1

Approx one day

- We will protect the flooring in your hallway
- Remove the existing bath and replace with a new one
- Remove the WC and replace with a new one
- Remove the wash hand basin and replace with a new one

## PHASE 2

Approx one day

- We will earth bond the pipe work
- Install a new light and carry out any other electrical work as necessary

## PHASE 3

Approx one–two days

- We will make good/plaster any area as required

Approx two–three days

- We will prepare surfaces for painting
- Decorate the walls and ceiling with 2 coats

## PHASE 4

Approx one–two days

- We will tile and grout the bathroom (the extent of tiling is dependent on your landlord's specification – your RLO will clarify this for you)

## PHASE 5

Approx 2 days

**This is a 2 stage operation:**

- Stage 1 will be the application of a levelling compound (latex) to the concrete floor or plywood to timber floors. If we are using latex you will not be able to enter the bathroom for at least 4 hours as it will need time to set
- Stage 2 will be the laying of the vinyl flooring

## PHASE 6

Approx 2 days

- We will apply sealant to the edges of the bath and basin
- Secure the bath panel
- Attend to any minor outstanding work. Our Site Manager will then thoroughly inspect the work and ensure that it meets our high standards. Should there be anything amiss, we will ensure that it is put right

# Disclaimer

As part of the induction for the work that is about to be carried out in and around your home we ask that you read through this document which highlights some of your responsibilities before, during and after the work is carried out.

Please note that the following information is only relative to the types of work planned for your home. Please check with your RLO if you require further information.

## Internal Work

Whilst every care will be taken during the work by our operatives, we will expect you to prepare for the works to be carried out in your home. It is your responsibility to protect your furniture, ornaments, pictures, lamps, delicate or valuable items and all other personal belongings in the rooms in which we will be working. This will minimise the risk of any accidental damage for which the contractor will not be held responsible. **We can provide you with boxes to pack away your belongings and dust sheets to cover your furniture, please ask your RLO.**

## External Work

Prior to any external work being carried out on your home, we ask that any property in your garden area that you wish to keep must be cleared or protected by yourself before works commence. This includes any external features, garden furniture, pots, ponds, plants, fences etc. that you wish to save and which may be affected, depending on the particular type of work being carried out. It may be advisable for you to either find alternative

parking for your car and/or use a car cover whilst the work is being carried out.

**Should you require any assistance with moving any items that you cannot move yourself, please speak to your RLO BEFORE work starts and we will do what we can to assist you.**

## Kitchen Refurbishment

If work is taking place in your kitchen it will be necessary for domestic appliances to be moved away from the working area into a room of convenience near to your kitchen.

**If you are unable to do this we will assist, however we will not be held liable for any damage caused whilst moving them for you. Ideally, we ask that you are present whilst they are being moved.**

Also, your appliances will undergo a cosmetic survey to establish their current status. It is impossible to check all the appliances full operational functions and therefore we are unable to accept liability for any mechanical defects.

**Our recommendations to you are as follows:**

**Fridge/Freezer:** – These will be moved out of the kitchen and relocated in another room so that they can be operational whilst the work is in progress. They will be moved back once the work is completed and checked they are plugged in and working. Whilst the work is ongoing please check daily that your fridge/freezer is plugged in and switched on and working.



## Disclaimer (continued)

**Washer/Tumble Dryer:** – These will need to be moved. Our operatives will disconnect these for you. You need to be aware that we will not be held responsible for any mechanical defects, or damage caused whilst assisting you in the process.

**Cooker:** – This will be disconnected and we will endeavour to reconnect on a daily basis to allow you to cook in the evenings, if this is not possible we can provide temporary cooking facilities, your RLO will discuss this with you. You need to be aware that we will not be held responsible for any mechanical defects, or damage caused whilst assisting you in the process.

All cookers will be checked for British Standards once the work has been completed.

If your appliance fails the set standards, your appliance will be condemned. It is then your responsibility to replace your appliance.

Should any equipment be owned by anyone other than yourselves (ie Rental equipment) it is your responsibility to notify the owners and inform us about any specific conditions required prior to their movement.

### **Floor Coverings (Carpet, laminate, vinyl etc)**

We wish to point out that during work in your property our operatives will protect surfaces with covers. However, we cannot guarantee that damage caused through dust or the work content will not occur.

As such we request that the floor covering where necessary is either removed or adequate provision is made to protect it as we cannot accept liability for damage caused during the work.

Should you have laminate flooring fitted in your home, it is your responsibility to remove this to provide access for certain works to be carried out, and replace it once we have finished.

### **Overall**

You will be given a start date as to when work will commence to allow you time to prepare.

**If you have any difficulty in carrying out any of the above prior to work commencing, please speak to your RLO at the earliest opportunity and they will aim to assist you.**

Anything left which hinders the progress of work will be moved by our operatives or your landlord and it's agents. We will not accept liability for any internal or external property which is subsequently damaged or lost. In order for work to proceed we will request you to sign a declaration to say that you have received and understood this information. This declaration absolves your landlord or its agents from liability for any damage to such items that have not been protected as outlined above.

**Head Office**

The Waterfront  
Lakeside Boulevard  
Doncaster  
DN4 5PL  
T: **01302 346620**

For details about our regional offices  
please visit **[keepmoat.com](http://keepmoat.com)**