

## All About It – Internal refurbishment works



### Why are we doing it?

The refurbishment of your home is part of an ongoing programme of work to ensure that your home is properly maintained and has up-to-date facilities. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts fail this standard and we will write to you asking if you would like this work done. You will not be forced to have this work done but if you change your mind later it may be some time before we are in your area again.

Types of work covered under internal refurbishment works program are kitchens, bathrooms, front doors, boilers and rewires. You may only receive some of these works depending on their age. If an item is not replaced this time it may be replaced in a future year's program.

### What happens next?

If your home needs some work, the contractor's representative / resident liaison officer will contact you with about four weeks of receiving Sutton Housing Partnerships' offer letter to talk to you about the works and to arrange a convenient date for the work to take place, this will usually be about six or seven weeks after the visit. They will also ask you to complete a form to confirm that you would like works to proceed.

The contractor's representative will also discuss designs and offer you colour choices and styles for kitchens and front doors. There are choices of kitchen units, worktops, flooring and paint colours. Toilet, bath and wash basin and any wall tiles will be white. The new bath mixer tap will be fitted with a shower hose for hair washing subject to your existing water pressure.

When you have received your design you have a two week period in which to change your mind or make alterations. Once you have signed and confirmed your design and choices you will not be able to make any alterations. If you decide at a later date not to go ahead with the works you maybe charged for the materials as they are specific to your property.

We may also need to inspect your home for any materials which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

### **How long will it take?**

As a rough guide, we aim to complete the works around fifteen working days after the contractor has started work in your home. The tradesmen and women may not be in your home every day but the contractor's representative will keep you informed of all activities, when they are to take place and will give you plenty of notice.

### **I am worried about the noise and disruption**

This type of work will cause a certain amount of mess, noise and disruption. Our contractor will see to it that this is minimised as much as possible. However if you have any worries about being able to cope please speak to the contractor's representative when they visit you.

### **What you need to do before the work starts**

- You should notify your contents insurance provider.
- You should pack up all ornaments, pictures and valuable items so that you can safeguard them during the works.
- You should pack clothing and laundry into bags so that it can be moved easily and kept clean.
- You will need to empty your kitchen and bathroom cupboards. We will provide you with boxes for this.
- It is your responsibility to pack and move personal items. The contractor will move kitchen appliances like ovens and washing machines, but you will have to complete a disclaimer form and the contractor will test and photograph them before moving them to a safe area of your home.
- Keep pets under control and out of the working area if possible.
- Keep children away from the working area.
- Tell us if you or someone you care for in your home have special requirements.

### **What will the contractor do? They will:-**

- Give you plenty of notice.
- Introduce themselves and show identification.
- Cover floors and furniture with dust sheets.
- Knock off wall tiles, old plaster & remove old floor coverings which will be a little noisy and dusty.

- Drill through walls, floors and ceilings which might cause some noise and dust.
- Clear up any mess.
- Explain how to care for your new kitchen and/or bathroom and tell you how to use any new electrical or heating controls.
- Give you instruction booklets.

### **Important points**

Quite a bit of mess, dust and some noise will be made but the contractor will make sure that it is cleared up at the end of each day. You will be left at the end of each day with a useable sink unit in the kitchen and a working toilet.

We may need to have access to all the rooms in your home, including the loft space if you have one and under the floor boards if we need to carry out additional electrical or heating work. We try to conceal any new wiring where possible however where this cannot be done, we do our best to hide as much of it as possible. We may have to install wiring in mini-trunking on walls and ceilings which will be visible.

The contractor's representative will advise you how and where any new wiring or pipework can be run when visiting your home.

We cannot accept responsibility for lifting laminated flooring or foam backed carpets. In the case of laminated flooring you have the choice of lifting it and relaying it yourself after the work is complete or having any wiring or pipes run on wall surfaces.

Wall plastering will be limited to repairs to existing plaster. If you have painted, brick walls or uneven wall surfaces in your kitchen or bathroom they will not be re-plastered. We will paint these in a choice of colours.

If you have any timber cladding in your kitchen or bathroom we will not remove it. We will decorate it in a choice of colours.

We are unable to renew wallpaper but you can have it decorated in a choice of colours or choose to re-paper yourself.

We are unable to conceal any water or gas pipes you have already but we will ensure that existing boxing-in is decorated.

Foam backed carpets deteriorate with age, either sticking to the floor or degrading into powder. It is not possible to lift these carpets and relay

them properly so you will be offered the choice of signing a disclaimer or having any new wires or pipes run on wall surfaces.

Sometimes it may not be possible to redecorate disturbed areas to match all of the other walls and ceilings. However the contractor will discuss what we can do before we start work.

If you live in a flat or maisonette any new gas appliance will need to be fitted with a Flame Safety Device (FSD). You do not need to change your existing appliance but if you do decide to change it, the new appliance will need to have an FSD fitted. The gas safety engineer will only install a new gas cooking appliance in a flat if the product has a FSD fitted.

### **An important safety message**

In the case of electrical works we are unable to give you an option to refuse this work as we might do for a new kitchen, bathroom or heating. The tenancy agreement that you signed when you moved into your home gives us the right to enter your home to carry out work to maintain the property and more importantly to ensure that your home is safe. If you refuse access for electrical works which we deem necessary we may have to resort to taking further steps to gain access.

### **What happens if there is a problem?**

In the first instance please contact the contractor's representative as they will normally be able to sort out any problems you might have.

Otherwise please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*).

We will send you a satisfaction survey form when the work is finished. Please take the time to fill this in so that we can deal with any issues and make sure that we can continue to improve our services.