Paving work is to be carried out at your property. This leaflet contains important information about the work and how the work could affect you. You should read this leaflet and keep it in a safe place for future reference.

**What work is involved?**
The removal of existing pathway/steps. Replacement using pre cast concrete slabs to form a minimum of 900mm wide access path to front/back doors. New steps will be formed with bricks and slabs to a standard height; this may mean that there are more or less steps than before. It may also be necessary to replace steps with a gentle sloping ramp and install a handrail. In some cases areas of existing slab paths may be taken up and relayed.

**When will the work be done?**
We will give you a date prior to starting work. If this is not convenient a renegotiated date will be arranged. Work will be carried out between 8.00am and 4.00pm, Monday to Friday. If we need access outside of these hours we will tell you in advance. Please make sure that we can get to do the job as delays will lengthen or may even mean cancelling the work.

**What should I do before the work starts?**
Ensure the work area is free from obstructions and any plants/bushes that you would like to keep are removed or cut back from path.

**How long will the work take?**
The work will normal take between 1 to 4 days depending on area of paving, however it may take longer during periods of inclement weather or large communal areas.

**What disruption will there be?**
An area of the front garden may be used to store the materials while the work is being carried out. We will clean up at the end of each day, and ensure that you have access to your property. If you have any pets they may be disturbed by the work, it would be advisable to keep them away from the work area during this time.
Health & Safety
The Operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. Any broken slabs, debris etc will be cleared away and removed from site or placed in a skip. All materials and waste associated with the job will be removed from the site upon completion of the work normally, within 24 hours. To help protect your health, our Code of Conduct ensures our employees and contractors do not smoke in your home, in return, we would appreciate you consider our team’s good health and not smoke in the area they are working.

Security
You are advised to check the identity of any individual before allowing them into your home. Dudley MBC employees and contractors working on our behalf carry identity cards. If in doubt refuse entry and call our Repairs Management Centre on 01384 818283. Materials may need to be brought into the property; doors may be left open from time to time.

Queries
If you have any queries about the work please contact the person below

Name……………………………   Works Order No……………………

Works Required…………………………………………………………………

Contact number………………..