Plastering work in your home is due to commence shortly. This leaflet contains important information about the work to be carried out 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?**
If you have a textured surface to the wall or ceiling to be plastered we will need to carry out an Asbestos test to sample it.

If the sample is found to be positive, a Specialist Removal Contractor will be brought in to safely dispose of the surface material.
If the result is negative we will need to remove the existing plaster and re-plasterboard and plaster accordingly.

This may involve removing and re-fixing existing architrave, skirting boards, curtain poles, and possibly the removal and re-fixing of gas appliances and radiators.
Electric sockets and light fittings may also have to be temporarily disconnected prior to the plastering work and re-connected when work is complete.

**What choices do I have?**
All finishes will be smooth finish suitable for painting or papering.

**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 in to do the job as delays will lengthen or may even mean cancelling the work.

**What should I do before the work starts?**
Clear the room of all removable items particularly electrical items which could possibly get damaged or get in the way of the operatives.
You may need to remove any foam/rubber-backed carpets, linoleum (lino) and timber laminate flooring. We will tell you if you need to do this. See Repairs Handbook page 13 for further information.
We can arrange for professionally fitted carpets to be removed /refitted.

**How long will the work take?**
Discuss this with the person named overleaf as this can vary on the size of the job and mixture of trades involved.
What disruption will there be?
Plasterers, Carpenters, Electricians and Plumbers may need to enter the property several times dependent on the size and nature of the job.

The removal of plaster and nailing up plasterboard is a noisy process.

Turning off the power may affect your timer clocks/fridge/freezer.

There may be some temporary disruption to Electrical or Heating appliances. We can loan you an electric convector heater or small portable electric cooker/heater for the duration of the works if necessary. The operative will discuss this with you and pass on the request if necessary.

We will treat you and your home with courtesy and respect. There will be a mess at times but we will use dustsheets. We will clean up at the end of each day, and ensure that you have access to your electrical and water services. If you have any pets they may be disturbed by the work, it would be advisable to keep them out of the property or restricted to one room 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 old plaster, plasterboards, materials 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 in to 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 will need to be brought into the property; doors may be left open from time to time.

After Care
We are sure that you will be very happy with your plastering work please ensure that you look after it and treat it with respect.

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

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

Works Required…………………………………………………………………..

Contact number………………