Flooring 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 thermoplastic floor tiles we will need to take a sample of them first to check for asbestos content.
If the sample is found to be positive these will be removed safely prior to the main flooring works being carried out.
The existing solid floor may have to be totally broken out. It may also require the timber skirting to be removed & replaced. In addition a certain amount of plaster patching may be required to the skirting area.

Depending upon the floor area to be worked on, we may need the kitchen units /bathroom suite to be removed & re-fitted.

The old floor will be replaced in accordance with current building regulations. It will be replaced with successive layers of material, with a membrane to stop damp penetration. The floor will be finished with floor tiles in the kitchen & bathroom areas.

**What choices do I have?**
We will offer you a choice from our floor tile range

**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.
Remove foam/rubber-backed carpets, linoleum (lino) and timber laminate flooring. See Repairs Handbook page 13.
We can arrange for professionally fitted carpets to be removed/refitted.
How long will the work take?
If it is a large floor it can take a day to break out and prepare ready for concrete the following day. After concreting, the room must not be entered until the following morning when the concrete has set. If it’s a bathroom or kitchen the third day is when the sink unit/toilet are either temporarily or permanently fitted. Following visits will be made to screed the floor and tile respectively. If these timescales cause you a problem, please contact the person named below.

What disruption will there be?
There will be some noise and vibration and operatives will need to be in & out of your home many times. You will not be able to use the room whilst the work is in progress. You may be without water/electricity for short periods of time while plumbing & electrical works are carried out in the kitchen & bathroom areas. These periods will be kept to a minimum. Turning off the power may affect your timer clocks/fridge/freezer. 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 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 flooring, old floorboards, 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 flooring 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………………