Flooring works 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?
To remove all skirting and floorboards identified for repair.
Possibly change floor joists following inspection and repairs to any under floor supporting walls.
Renew any suspect or rotten timbers.
In some cases wood preservation treatment may be carried out.
Replacement of skirting boards.
In addition a certain amount of plaster patching may be required to the skirting board area.
Floor tile tests may be taken to check for any asbestos prior to works.
Depending upon the floor area to be worked on, we may need the kitchen units / bathroom suite to be removed & re-fitted.
The floor will be finished with floor tiles in the kitchen & bathroom areas.

What choices do I have?
If the work is to your Kitchen or ground floor Bathroom, 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 repairs to supporting walls are carried out we have to add a few extra days. If it is a large floor it can take a day to complete and another two days to finish works and surfaces to any bathroom/kitchen refits. If these timescales cause you a problem please contact the person named overleaf.
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………………..