Plastering works

Plastering work in your home is due to start soon. 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. Hacking off will create a lot of dust but this is unavoidable. Work 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 8am and 4pm, 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. This includes curtain rails/poles and shelving.
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 and refitted.

How long will the work take?
Please contact the person named overleaf to discuss this as it depends 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 the job.
The removal of plaster and nailing up of plasterboard is a noisy process. Dust may travel to other parts of the property.
There may be some temporary disruption to electrical or heating appliances. We can loan you an electric heater or small portable electric cooker for the duration of the works if necessary. The operatives will discuss this with you and pass on the request if necessary.
Turning off the power may affect timers, clocks, fridge and freezer.
We will treat you and your home with courtesy and respect. There will be a mess at times but we will use dustsheets and floor protectors. 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 so it would be advisable to keep them out of the property or restricted to one room during this time. Please be aware of our dogs policy.

Health & Safety
The operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. All materials 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.

Employee health
We ask you kindly not to smoke when a council employee or contractor is visiting your home. Similarly, all of our employees and contractors have been instructed not to smoke within your home to help protect your health.

The Ownership of Dogs Policy - No dogs by the front door!
Please secure your dog before you answer the door.

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 0300 555 8283.
Materials will need to be brought into the property and therefore doors may be left open from time to time.

For further information
about the work please contact the person below and quote the works order number:
Name...........................................................................................................................................................
Contact number ........................................................................................................................................
Works Order Number...................................................................................................................................