Solid flooring works

Flooring work in your home is due to start 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 and replaced. In addition, a certain amount of plaster patching may be required to the skirting area. Depending on the floor area to be worked on, we may need to remove and re-fit kitchen units or the bathroom suite.

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 and bathroom areas.

What choices do I have?
In kitchens, bathrooms and toilet we will offer you a choice from our floor tile range. Other areas will be finished to receive carpet.

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.
- 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 once the concrete has set. If it’s a bathroom or kitchen the sink unit/toilet are either temporarily or permanently fitted on the third day. Further visits will be made to screed the floor and tile respectively. If these timescales cause you a problem, please contact the person named on this flyer.

What disruption will there be?
There will be some noise and vibration and operatives will need to be in and 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 or electricity for short periods of time while plumbing and electrical works are carried out in the kitchen and bathroom areas. These periods will be kept to a minimum. 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. 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. 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. 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.

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.

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.

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