Timber 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?
Floor tile tests may be taken to check for any asbestos prior to works. If the sample is found to be positive these will be removed safely prior to the main flooring works being carried out.
Remove all skirting and floorboards identified for repair and replace with new. Where necessary, replace floor joists following inspection and carry out repairs to any under floor supporting walls. Renew any suspect or rotten timbers. In some cases, wood preservation treatment may be carried out.
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 floor will be finished with floor tiles in the kitchen and 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 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 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 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/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 and/or floor protectors. We will clean up at the end of each day and ensure that you have access to electrical and water supplies.
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.

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**For further information**
about the work please contact the person below and quote the works order number:

Name...........................................................................................................................................................
Contact number ...........................................................................................................................................
Works Order Number.................................................................................................................................