



A fresh approach to people homes and communities

Health & Safety Customer Information

Barnsley Homes Standard



CONSTRUCTION SERVICES



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Introduction

About this booklet

This booklet is divided into two sections; the first section describes each stage of the Barnsley Home Standard process and what to expect. The second section takes you through each element of work that may be performed on your property.

It is very important that you read this booklet carefully so that you know what to expect and what to do if things go wrong. Berneslai Homes will not take responsibility for any costs incurred because you have not read this booklet.

About this Barnsley Home Standard Scheme

Your property is part of theBarnsley Home Standard Scheme which presently includes properties.

The contractor carrying out these works will be -----

Your Site Team

Your Site Supervisor is your main point of contact during the works to your home. They will be able to give information about when works are taking place, sort out any problems regarding the work itself and visit regularly to check on the work in progress.

You can contact your **Site Supervisor:**

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For all queries regarding the works to your property,
The Site Supervisor works between 8am and 4pm.

You can contact your **Liaison Officer**

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For all other queries relating to the Barnsley Homes Standard Process,
Your Liaison Officer works office hours between 9:00 am and 5:00 pm.

The site office is based However, as the site office is not permanently staffed, you are advised to contact us on the number above.

If you require an **emergency repair** outside of the above working hours, please ring **The Repairs Hotline 01226 787878.**

Before the Work

Your Liaison Officers, will arrange to visit you at home before the work begins. This is known as an induction and lasts around half an hour. The aim of this is to:

- Discuss what work will take place in your home
- Explain how you need to prepare for each item of work
- Give you an actual start date for your works
- Give advice about health and safety issues
- Talk about access to your home

If you have any health problems which will require special arrangements during the works please make us aware. For example, if you use a wheelchair and are having a new outside door fitted please make sure we know this as the door frame needs to be made with a lower threshold.

Your Liaison Officer will also ask to carry out a photographic survey of items which the contractors will need to work around or move for you. For example the appliances in your kitchen may need to be moved. If you need help we need a record of this.

Ideally the working area should be clear before workers arrive but if something cannot be moved such as a large item of furniture this will be photographed before the works begin and you will need to protect these yourself.

During the Work

Once the work starts you will receive visits from your supervisor who will check on the progress of works. If you have any problems or concerns you can raise them at this time. Your supervisor will also inform you when different types of work will start. You can use the phone numbers on page 4 in this booklet to contact your supervisor with any questions.

Access to your Home

Depending on the amount of work your home requires it could take between 6 and 8 weeks to complete. This is due to the number of other properties which are receiving works at the same time as yours.

The working hours of the site team are 8am to 4pm, Monday to Friday. There may be occasions when the site team will need access to your home up to 7pm. If this is the case, your site supervisor will advise you of the dates affected. You will be able to discuss any issues with regard to providing access to your home during the induction which will take place a couple of weeks before the work starts. If providing access to your home will be a problem please speak to your Liaison Officer,

After the Work

After all the work is completed an inspection will be arranged called a "handover". After this your Liaison Officer will visit you to carry out a decoration allowance assessment.

After the Work

Re-decoration Allowance

A cheque will be posted to your home following a decoration allowance assessment. The amount payable will depend on the extent of damage to decorations.

This compensation is not designed to meet the full costs of redecoration. It is a contribution towards the costs of materials.

If your rent account is in arrears, the full redecoration compensation sum you are entitled to will be used to pay off the outstanding rent amount (providing that this does not exceed the amount which you owe).

Satisfaction Survey

When the work is finished, we will ask you for your feedback about the Barnsley Homes Standard works. To do this, a member of Berneslai Homes' Tenants Federation will contact you and ask to run through a satisfaction survey form with you. Your answers will help us to monitor our partners' performance on site and identify any service improvements we can make.

Defects

The site team will do all they can to complete the works to a satisfactory standard, however if you do have any issues or problems these will need to be reported to if the site for your works is still **open** or by calling 01226 772701 once the site is **closed**. Any issues regarding the works can be reported in this way until 12 months after the site closes. After this period Barnsley Homes Standard no longer guarantees the works and any issues will need reporting to the Repairs Hotline on 01226 787878.

The Work

Please read through the sections which cover the works you are having

Kitchen Replacement

If your kitchen is to be renewed a professional kitchen designer will visit you around a month before the work is due to start. During this visit they will measure your kitchen, check what appliances you have (or are going to have) and produce a design on a laptop which will then be printed off for you to sign.

The designer has to ensure that current building regulations are met and these are particularly important for the location of the cooker. For example it cannot be placed directly behind a door or too close to a window and must have some worktop either side of it for health and safety reasons.

This design forms the basis for all works in the kitchen; the units are made to order for your address, the plumbing and wiring plans are also based around this design. **It is vital that you are happy with this design before you sign it.** Once a design is signed and the kitchen units are ordered there is often little that can be done to alter your kitchen layout.

Preparing for Kitchen Replacements

Kitchen replacement involves taking out your old worktops and units, rewiring, plastering, tiling, decorating and new vinyl floor covering.

Our decorators will put a coat of magnolia emulsion on the walls but if you would rather decorate the kitchen yourself please tell us and we will pay a decorating allowance.

Make sure that all your kitchen units are empty and boxed away before the first day of work in your kitchen; clear all your electrical items and any other items from the worktops including above the wall units. Essentially making sure that the room is empty.

If you have a pantry make sure that this is cleared out or made accessible so any electrical work can be carried out. Such as installing a new consumer unit, light fitting or socket.

It is a good idea to put a table in your living room with your microwave and kettle on so you can make something to eat and drink throughout the day.

To fit your new kitchen we need to move the appliances around to give access to the different workers such as electricians and plasterers. If you are not able to do this yourself our workers will be able to help you. The contractor however will not accept responsibility for any mechanical problems caused by normal movement as this is necessary to provide access for the works.

All your appliances such as fridge, freezer, washing machine, dryer and cooker will be connected overnight and throughout most of the day. Sometimes they will be disconnected for several hours, for example, when we are laying the flooring. You will be informed if this is necessary. A temporary sink will be left in overnight for washing facilities.

If you want to retain your light fitting please ensure this is taken down and kept in a safe place. If this has been tested and passes, it will be refitted.

We will replace your tiling on a "like for like" basis or provide slightly more if you only have a few tiles.

Preparing for Bathroom Replacements

Please ensure that all your toiletries and belongings are packed away and are removed from the bathroom before the first day of work. It may be a good idea to keep your most essential items in a vanity case or toiletry bag for you to have at hand.

Anything you wish to keep such as floor coverings, shower curtains, shelves and cabinets should be taken out of the bathroom before we start works. Anything remaining will be disposed of.

The bathroom will be plastered, tiled, decorated and a new vinyl floor laid.

Our decorators will put a coat of magnolia emulsion on the walls but if you would rather decorate the bathroom yourself please tell us and we will pay a decorating allowance.

We will replace your tiling on a "like for like basis" or provide slightly more if you only have a few tiles.

If you live in a level access property and have chosen a shower cubicle instead of a bath this work could take several days. During this time you will only have a wash hand basin and a toilet in the bathroom.

It is the policy of Berneslai Homes that once a property has had a wet room installed this cannot be removed nor can a bath be placed on top of it. You will always be left with toilet and washing facilities overnight and throughout most of the day.

Internal Toilet Overflow

An overflow is fitted on all toilets so that if there is a fault, water will run out through the overflow to prevent any flooding.

The new toilet at your home has an overflow fitted to allow water to run down the pan rather than to an outside pipe. This means that if the overflow runs, you should notice water constantly running down the pan when the toilet has not been flushed.

If you have a water meter, you will be charged by Yorkshire Water for all water which passes through the meter and Berneslai Homes cannot accept responsibility for any water wastage. It is your responsibility to check the overflow and report any faults to the repairs hotline on 01226 787878. We will then arrange for a plumber to come out and repair the overflow.

Central Heating

A central heating upgrade involves fitting a new wall mounted gas boiler and an independent fire in the living room.

Your radiators and pipe work will be inspected visually and replaced where necessary.

If your boiler is going to be situated in the airing/cylinder cupboard this area needs to be cleared out to enable us to work in the room and fit the boiler.

If your radiators are being replaced all your furniture and furnishings must be moved away from this area in all the rooms. Your floor coverings will also have to be rolled back to allow the operatives to gain access to the floorboards. Again please make sure these areas are clear.

Please ensure that entrance ways and walk ways are relatively clear to allow heavy items to be carried without knocking over ornaments etc.

If you have a welsh dresser, sideboard or cabinet we suggest that all your ornaments are moved and boxed away in case the operatives have to move this heavy item of furniture.

Our operatives will use plastic sheeting and dusts sheets throughout your home but please make sure if you have any dust sheets of your own that you use these. This will help to protect your home further.

If you live in a larger house it may not be possible to have your central heating working on the first night, if this is the case we will provide electric heaters.

Sometimes the central heating team may require access into the loft and under your floorboards. Please make sure you give access to these areas. This may involve laminate flooring being taken up or carpets being rolled back.

If you are not physically able to roll back your carpet our workers will do this for you and will roll it back after the work. However professional carpet fitters will not be employed for this task.

Please be aware that we do not accept any responsibility for laminate flooring or glued down floor coverings - these are your own responsibility.

New radiators are often different widths and heights and this can leave pipe holes showing in your carpet. Please check with the heating supervisor whether this will affect your carpets and if you do not want the holes and feel these will be highly visible then the pipes to each side of the radiator can be bent at right angles a few inches above the carpet to connect to the new radiator.

Depending on the type of boiler/gas fire installed it may be necessary to erect access scaffolding. You will be given advice about whether anything in your garden needs to be moved before this is erected.

If you are hoping to keep your existing fire surround, back panel and hearth please be aware that when your back boiler is removed from the chimney breast this could damage the back panel. Every effort will be taken to keep your fire place intact but this is not always possible.

Electrical Rewire

A full rewire affects all your rooms. Each socket and switch needs to be replaced as well as all the wiring within the walls. Please make sure that all your furnishings, ornaments, lamp and pictures are moved where there is a socket or switch.

A good tip is to put all your belongings in the middle of the room leaving the outsides of the room free for the workmen.

The operatives will also require access to your loft so please let us know in advance if you think there will be an access problem.

The work itself could take up to 4 days in total and will involve some re-plastering, the works may take longer if other major works are being carried out at the same time.

Where you have your own lights fitted they will be refitted by the contractor subject to them being up to the electrical standards (e.g. metal lights to be suitably earthed).

How does the fuse box work?

The 'fuse box' (consumer unit) is designed to ensure that electrical 'shocks' due to faulty appliances are not life threatening. These faulty appliances are not safe for use and can be identified through 'trial and error' by using each appliance (kettle, iron etc.) in turn.

The 'sensitivity' of this new system will also mean that in rare cases the electrical circuit will 'trip off' if faulty electrical appliances are being used. This is the same as the fuse blowing, but all you have to do is reset the switch on the fuse box.

Smoke alarm

A smoke alarm will be fitted in your home for your protection. It requires no batteries because it is powered directly from the mains. It costs less than 1p per week in electricity.

The smoke alarm is sensitive to smoke and may also be set off by the following :

- Burnt toast or burnt cooking generally
- Excessive dust (e.g. as a result of changing carpets etc.)
- Very strong paint fumes

Looking after your smoke alarm

Test weekly - Press the test button for at least 10 seconds, the alarm should sound and a red light behind the button flash. If connected to another smoke alarm then both alarms should sound.

Regularly check to see that the green mains power indicator is on.

Keep your smoke alarm clean - don't let dust and cobwebs build up, as they can cause false alarms or prevent smoke entry - refer to the user instructions

Do not paint your smoke alarm

Comprehensive user instructions are supplied with each alarm. You must familiarise yourself with them and ensure that they are kept handy for future reference. This note is an addition to, and not a substitute for, the user instructions.

Windows and External Doors

The contractors will replace your existing windows and doors (where necessary) with new double glazed PVCu windows and doors to improve your comfort, reduce heating costs and make your home quieter and more secure.

What does the work involve

The work takes around 1-2 days depending on how many windows and doors are in your property and how many we are replacing. It could take longer if other major works are being carried out.

Your new windows and doors have been manufactured using the most up to date technology.

How to look after your new windows and doors

The workmen fitting your windows and doors will show you how to open, close and look after them. They will, with sensible use, cleaning and occasional lubricating, give you long and faithful service.

If the hinges and locks are stiff in operation you can lubricate them using just enough lubricant to lightly coat the hinge/locks. Too much could stain clothes, plastic and glass.

Your new plastic units need regular cleaning using only warm water with a small amount of washing up detergent. If you have stubborn marks you can use a NON-ABRASIVE cleaner such as washing up liquid. Please do not use abrasive pads or any other cleaning fluids.

Please note it is essential that you DO NOT drill, screw or nail into the new window frames and doors.

PVCu windows and doors are NOT to be painted.

PVCu windows are fitted with trickle vents at the top of the windows to allow adequate ventilation into the room. Where there are gas central heating appliances, a permanent open vent is installed at the top of the window, these vents cannot be closed. These vents are legally required for your health and safety and it is essential that they remain open at all times and that the ventilators are never blocked off.

If you have alarm sensors fitted to your existing door or window frames please raise this with your liaison officer before the works. We ask that these are removed and refitted by yourself or your own alarm installer and any expenses will be reimbursed after the work.

Loft and Cavity wall insulation

Your loft and cavity wall insulation will be carried out once all the major works have been completed. You will receive an access letter from the insulation contractors and information on how to prepare for this work.

Security Procedures

There will be various officers and operatives visiting your home, please make sure that they are wearing an identity badge and visible clothing.

Please make sure that you look after your valuables by putting them somewhere safe.

If you are not going to be in when we are carrying out the works you can leave a key with the site supervisor. Please make sure that you have made clear arrangements with the supervisor about where your key is.

Accidents during the Work

Works will be carried out as safely as possible. However due to the nature of building works within a home setting sometimes accidents do happen.

Our aim is to avoid any damage within your home and to achieve this we need you to prepare thoroughly before the work starts. If the working areas are left clear then there is less risk of damage. Our contractor will not accept liability for breaking an item which is left in the areas to be worked in.

Floor covering is particularly at risk as our workers obviously cannot remove footwear. Dust sheets will be laid in areas which will be used the most such as entrance ways and walk ways. It is not possible to completely cover carpets or guarantee that they will not be affected by the works.

We would advise that in addition to the sheets put down by the workers you also put as much protection over your flooring as possible. Alternatively if you have a carpet you are concerned about arrange for this to be rolled up out of the way before the work starts.

Another area of concern is the appliances in your kitchen. If these need to be moved to allow access for the works and this movement affects their operation then the contractor will not accept liability.

If damage does occur despite preparing your home as advised please make the site team aware on the same day as you discover this and ask that someone visit to view the damage. Often an agreement can be reached with the site team about what needs to be done.

Should you not be able to agree and wish to pursue a claim against your contractor then Berneslai Homes can provide advice and liaison but cannot force the contractor into any settlement. A written claim would need to be

submitted to an Insurance Claims Assessor. Please retain any damaged items wherever possible as the Claims Assessor will need to view these. As much information as possible is needed to support any claim ie dates, times and names of workers (where known), so please make notes of these at the time of the accident.

Health and Safety

Whilst work is being carried out in your home, please make sure that you, your family and any visitors are fully aware of the following health and safety issues.

To prevent injury, make sure that children and pets are kept away from any work areas.

If scaffolding is being used outside your home, please be aware that scaffolding can be dangerous. Please ensure that children do not play on or near it.

Watch out for things that may cause you to trip, and for holes, for example, lifted floorboards and extension leads.

Our operatives will ensure that they clear away all materials at the end of each working day. However, if any substances, (for example plaster, sealants, wood glues or paints) have been inadvertently left behind after our operatives have left, please make sure that they are not touched, as these may be dangerous.

Always follow any instructions regarding safety that are given to you by our employees.

If work is being carried out on the outside of your home, please beware that the work may be being carried out overhead, this could be a danger.

The dust released into the air can aggravate existing breathing problems please make sure you make alternative arrangements if this is the case.

Only pack into each box what you can comfortably lift.

Please report any concerns or accidents to your Site Manager immediately.

What to do in an Emergency

What is an Emergency Repair?

An emergency repair is any situation where a delay in repairing the fault would put life, health or property at risk, this includes: -

- A major water leak that cannot be contained.
- An internal gas leak.
- Heating breakdown during the winter months.
- Total loss of hot water.
- Loss of water supply.
- Electrical failure (sockets and lights)
- Locks to external doors.
- Windows not closing, so that the property is insecure.

Emergencies like this can be dealt with on site from 8am to 4pm please report to your site manager.

If you discover a fault **out of these hours** then please contact our 24 hour repairs hotline on **01226 787878** giving your name, full address, postcode and telephone number. Please give a full description of the problem.

Comments about the Barnsley Home

“To all those workmen who were involved, they were a great bunch of lads (thank you very much)”

“Thank you for making my wife and me comfortable”

“The Tiler was the only problem saying he was coming to do some work and then not turning up”

“Being pensioners and in poor health we found the thought of all the upheaval somewhat daunting but we need not have worried. Everyone did their best to make it as comfortable as possible for us and the end result is beautiful.”

“I believe the delays between the different workmen can be improved on site.”

“All the workmen that I met were very helpful”.

“Not happy with the time it took to see to snagging problems.”

“We were very impressed by the attitude of all the workmen who must have been under pressure by the time they came to ours.”



CONSTRUCTION SERVICES



www.berneslaihomes.co.uk