



Barnsley Homes Standard

Health and Safety
Customer Information



Wates
LIVING SPACE

CONTENTS

Before the work	3
During the work	4
After the work	4
The work	6
Kitchen replacement	6
Bathroom replacement	8
Central heating	9
Electrical rewire	11
Windows and external doors	13
Accidents during the work	15
Health and safety	16
What to do if you need an urgent repair	18
Comments about the Barnsley Homes	
Standard work	19

The Barnsley Homes Standard

Before the work

Your Project Liaison Officer will arrange to visit you at home before the work begins. This visit is called an induction and lasts for about half an hour. During the visit we will:

- discuss what work will take place in your home;
- explain what you need to do to be ready for each item of work;
- give you a start date for the work in your home;
- give you advice about health and safety issues; and
- talk about arrangements for getting into your home to carry out the work, particularly if you work or need to be away from home during working hours.

Please tell us if you have any health problems so that we can make any special arrangements needed during the works. For example, if you are having a new outside door fitted and you have told us you use a wheelchair, we will fit a door frame with a lower threshold.

Your Liaison Officer will also ask to take photos of items that the contractors will need to work around or move for you. For example, you may need help to move the appliances in your kitchen.

If possible, the working area should be clear before workers arrive, but if something can't be moved, such as a large item of furniture, this will be photographed before the works begin and you will need to protect any items such as this yourself.

During the work

Once the work starts, your Site Operations Manager will visit you to check on the works and you can tell him/her about any problems or concerns you have. Your Site Operations Manager will also tell you when different types of work will start.

Access to your home

The amount of time we are in your home may vary depending on how much work is needed. The number of other properties that are being worked on in the area may also affect the timescales.

The working hours of the site team are 8am to 4pm, Monday to Friday. There may be times when the site team will need to be able to get into your home up to 7pm on weekdays and on Saturdays. If we need to do so, your Site Operations Manager will tell you the dates.

You will have an induction meeting with your Project Liaison Officer a couple of weeks before the work starts. During your induction you should tell us about any problems we may have getting into your home at certain times. If you know there is going to be a problem for us getting into your home during working hours, please speak to your Project Liaison Officer.

After the work

Once all the work is complete, an inspection called a handover will be arranged. After the handover, your Project Liaison Officer will visit to carry out an assessment for a decoration allowance.

Re-decoration allowance

After the decoration allowance assessment has been completed the payment will be made directly into your bank account. The amount you get will depend on how much damage to decoration there is in each room.

The decoration allowance is a contribution towards the cost of materials; it is not intended to cover the full costs of redecoration.

If your rent account is in arrears, the full redecoration allowance sum you are entitled to will be used to pay off some or all of the outstanding rent that you owe.

Satisfaction survey

When the work is finished, we will ask you for your feedback about the Barnsley Homes Standard works. You will receive a satisfaction survey form, which we ask you to complete and return.

Your answers will help us to check 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, report them to the site operations manager. If the site office is closed, you can ring **01226 774348**. Any issues regarding the works can be reported in this way until 12 months after the handover of the property. After this period Barnsley Homes Standard no longer guarantees the works and any issues should be reported to the Repairs Hotline on **01226 787878**.

THE WORK - Please read through the sections which cover the works you are having

Kitchen replacement

If you are having a new kitchen, a professional kitchen designer will visit you about a month before the work is due to start. They will measure your kitchen, check what appliances you have (or are going to have) and give you a printed copy of the kitchen design for you to sign.

The designer has to make sure that current building regulations are met. It is particularly important for the position 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 is used as a starting point for all works in the kitchen; the units are made to order for your address and the plumbing and wiring plans are based around this design. It is extremely important that you are happy with this design before you sign it. Once a design is signed and the kitchen units are ordered, it would be very difficult to alter the layout of the kitchen.

Preparing for kitchen replacements

Replacing your kitchen will include 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 give you a decorating allowance.

Make sure that all your kitchen units are empty and the contents are 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.

The room must be empty before the work starts.

If you have a pantry make sure it is cleared out or that operatives will have easy access, 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 can't do this yourself our workers will be able to help you. However, the contractor will not accept responsibility for any mechanical problems caused by normal movement, which is needed so that workers have access to carry out the work.

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. We will tell you if we need to do this. A temporary sink will be left in overnight, so that you have running water for washing etc.

If you want to keep your light fitting, we will test it to make sure it is safe. If it is safe we will refit it. However, if it fails our test a standard pendant light fitting will be installed in its place.

We will only replace the same area of tiling that you had before the work started.

Preparing for bathroom replacements

Please make sure that all your toiletries and belongings are packed away and 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 want to keep, such as floor coverings, shower curtains, shelves and cabinets should be taken out of the bathroom before we start work. Anything left in the bathroom will be thrown away.

The bathroom will be plastered, tiled, decorated and a new vinyl floor will be 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 you a decorating allowance.

We will only replace the same area of tiling that you had before the work started.

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 Berneslai Homes policy that once a property has had a wet room installed it can't be removed or replaced with a bath.

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, this will reduce the chance of flooding.

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

If you have a water meter, you will be charged by Yorkshire Water for all water that passes through the meter and Berneslai Homes cannot accept responsibility for any water wastage that you are then billed for. 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

The amount of works carried out on your central heating system will depend on the findings of the Barnsley Homes Standard survey.

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

If your new boiler is going to be placed in the airing/cylinder cupboard, this area needs to be cleared out so that we can work in the room and fit the boiler.

If your radiators are being replaced, all your furniture and belongings must be moved away from this area in all the rooms. Your floor coverings will also have to be rolled back so that the operatives can get to the floorboards. Again, please make sure these areas are clear.

Please ensure that entrance ways and walk ways are reasonably clear to allow heavy items to be carried without knocking any items over.

If you have a welsh dresser, sideboard or cabinet, we advise you to move and box away any ornaments 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 if you have any dust sheets of your own, please use these as well. This will give extra protection to your home.

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 you with electric heaters.

Sometimes the central heating team may need to get into the loft and under your floorboards. Please make sure they can get to these areas. This may mean you have to take up your laminate flooring or roll back carpets.

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, we will not use professional carpet fitters to do this.

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 heating installed, it may be necessary to put up access scaffolding. You will be given advice about whether anything in your garden needs to be moved before this is put up.

We may have to fit the new pipe work to your radiators down the walls if we cannot gain access under the floor, for example if you have concrete floors. We will not box in any pipework.

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, lamps 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 need to get into your loft, if this will be a problem please let us know before works start.

The rewire could take up to four days in total and will involve some re-plastering, but it 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 as long as they meet the electrical standards (for example, metal lights must be suitably earthed).

How does the fuse box work?

The fuse box (consumer unit) is designed to ensure that electric shocks due to faulty appliances are not life threatening. If faulty electrical appliances are used, the new fuse box will trip off. This is the same as the fuse blowing with an old style fuse box, but all you have to do is reset the switch on the new fuse box.

You can find out whether any of your appliances are faulty and not safe to use by using each appliance (kettle, iron etc.) in turn to see if the electrics are tripped.

Smoke alarm

A smoke alarm will be fitted in your home for your protection. It doesn't need batteries as it is powered directly from your mains electricity, and costs less than 1p per week.

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

- burnt toast or burnt cooking generally;
- larger than normal amount of dust (for example, after changing carpets); and
- 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 should flash. If it's 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 stop smoke reaching the detector - check the user instructions for information on keeping it clean. Do not paint your smoke alarm.

Full user instructions are supplied with each alarm. You must read them and make sure they are kept handy for future reference. These notes are an addition to the instructions, but do not replace them.

Windows and external doors

The contractors will replace your old windows and doors (where necessary) with new double glazed 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 one to two 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 workers fitting your windows and doors will show you how to open, close and look after them. Your new windows and doors 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. If you use too much, it could stain clothes, plastic and glass.

Your new windows and door frames 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 extremely important that you DO NOT drill, screw or nail into the new window frames and doors.

You must NOT paint your new windows and doors.

Windows are fitted with trickle vents at the top of the windows to allow enough ventilation into the room. Where there are gas heating appliances, a permanent open vent is fitted at the top of the window which can't be closed. These vents are legally required for your health and safety and it is essential that they stay open at all times and that the ventilators are never blocked off.

If you have alarm sensors fitted to your existing doors or window frames please tell your liaison officer before the work starts. We ask that these are removed and refitted by yourself or your own alarm installer and any expenses will be paid back to you after the work.

Loft and cavity wall insulation

Your loft and cavity wall insulation will be carried out after all the major works have been completed.

Security procedures

There will be various officers and operatives visiting your home. Please make sure that they are wearing an identity badge. 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 Operations Manager. Please make sure that you have made clear arrangements with the Site Operations Manager 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 do 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 cannot remove footwear. Dust sheets will be laid in areas which will be used the most such as entrance ways and walk ways, but it is not possible to completely cover carpets or guarantee that they will not be affected by the works.

We would advise that you put as much protection over your flooring as possible, in addition to the sheets put down by the workers. Or, if you are concerned about a carpet, 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 anything is damaged, even though you have prepared your home as advised, please tell the site team on the same day 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.

If you do not agree and want to make a claim against your contractor, then Bernesai Homes can give you advice and talk to the contractor for you, but can't force the contractor into any settlement. You would need to make a written claim that would be passed to an Insurance Claims Assessor.

Please keep 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, such as dates, times and names of workers (where known), so please make notes of these at the time of the accident.

Health and Safety

During the work in your home, please make sure that you, your family and any visitors are fully aware of the following health and safety advice.

- Make sure children and pets are kept away from any work areas.
- Scaffolding can be dangerous - please make sure that children do not play on or near any scaffolding outside your home.
- Watch out for trip hazards, such as lifted floorboards and trailing cables.

Our operatives will ensure that they clear away all materials at the end of each working day. However, if any materials, (for example plaster, sealants, wood glues or paints) have been accidentally 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 be aware that there may be work happening overhead; this could be a danger.

The dust released into the air can aggravate existing breathing problems; if you think you will be affected, we would advise you to make arrangements to be away from your home while the work is happening.

Only pack into each box what you can comfortably lift.

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

What to do if you need and urgent repair

What is an urgent repair?

An urgent 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;
- a heating breakdown during the winter months;
- a total loss of hot water;
- a loss of water supply;
- an electrical failure (sockets and lights);
- locks to external doors not working; and
- windows not closing, so that the property is insecure.

Urgent repairs like this can be dealt with on site from 8am to 4pm. Please report to your Site Operations Manager.

If you discover a fault out of these hours then please contact our Repairs Hotline on **01226 787878**, which is open 24 hours a day, 7 days a week, giving your name, full address, postcode, telephone number and a full description of the problem.

Comments about the Barnsley Homes Standard work

"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."

If you need help understanding this information,
please ask one of our staff, or phone Customer
Services on 01226 775555.

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে
অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন,
অথবা গ্রাহক পরিসেবায় যোগাযোগ করুন,
টেলিফোন 01226 775555

अगर आप इस जानकारी को समझने में सहायता चाहते
हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता
सेवा, टेलीफोन 01226 775555 पर संपर्क करें

Jeśli nie rozumieją Państwo tych informacji i
potrzebują pomocy, mogą Państwo poprosić o
pomoc któregoś z naszych pracowników lub
zadzwońić pod numer telefonu:
01226 775555 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой
информации, обратитесь к нашим сотрудникам
или позвоните в Отдел обслуживания
клиентов по телефону 01226 775555

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از
کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به
مشتریان ما تماس بگیرید، شماره تلفن 01226 775555

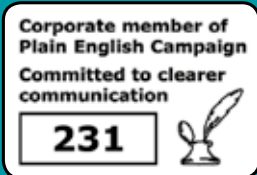
اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی
ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن
کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون
01226 775555

إذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب
المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم
01226 775555

如果您需要协助，以便更好地了解该信息，
请与我们的员工联系，或致电客户服务：
01226 775555



www.berneslaihomes.co.uk



Berneslai Homes Limited is a company controlled by
Barnsley Metropolitan Borough Council. A company
limited by guarantee, registered in England and
Wales, number 4548803.
Registered office: 10th floor, Gateway Plaza, Off
Sackville Street, BARNESLEY, South Yorkshire S70 2RD.
March 2020

