

From mountain to sea

A Guide for Tenants

Upgrade works to the outside of your home

October 2018



This booklet will provide you with important information on the different kinds of work that may be carried out to the outside of your home and how these will affect you.

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We are committed to improving our Council Housing and to achieve this ambition we are investing around £40 million a year in upgrades to make sure that we offer high quality, energy efficient, healthy, safe & secure homes.

Just the one main contractor will be doing all the different work that is planned to your home. They will be appointing a Tenant Liaison Officer (TLO), to assist with the process. This will make it easier for you to know who to speak to if you need to.

This guide gives you useful and practical information about how the work will be carried out as well as advice on the things that you need to do to help our contractor complete their work.

Getting Ready

Allowing Access for Surveys

Please make sure that you provide access to your home when asked. Surveys need to be done before the works start. The contractor will visit your home just once to do all the surveys they need.



Introduction

Asbestos

Your property may also be selected for a separate asbestos survey. This does not necessarily mean that your home contains asbestos but the information is needed to comply with current regulations.

Contents Insurance

Please make sure you have insurance for your contents and belongings before the works start.



Most works to the outside of your home will need scaffolding erected so that the contractor can work safely at height. However, Cavity Wall Insulation can sometimes be done from a mobile safety ladder system that is collapsed each night. When a scaffold is needed this will mean that:

- Once the scaffold or ladder is erected the use of some paths and garden areas may be partially restricted.
- Satellite dishes and garden fencing may need to be temporarily repositioned by the contractor to allow scaffolding to be erected.
- There will be some noise and dust and you may also be prevented from entering your home through certain entrances if works are being carried out directly above or around that entrance.
- The contractor will ensure that scaffolding is left secure overnight.
- Scaffolding will remain in position until a final inspection of the completed works is carried out and the Council's Property Inspector is happy with the quality.



Scaffolding

Your Home

You will need to:

- Clear all garden areas, especially close to the walls of the house, ready for scaffolding to be erected. The contractor will tell you if you must also clear and move your shed if they need it to be temporarily relocated.
- Keep children or pets away from the work areas, scaffolding, materials and tools and please follow any advice or warning notices provided by the contractor.

Although the works described in this booklet are all 'external works', access inside your home will also be needed at some times. We have given you further information on this below in each work section. The contractor will also let you know when, and for what reason, they need to work inside your home.

Before the Works

You will be due to have either one or more of the works described in this booklet carried out at your home.

You will need to:

- Prepare outside areas for the scaffolding to be erected.
- Remove any ornaments, fittings, furnishings or other items from internal work areas in order to avoid accidental damage.



Design Stage

A surveyor will need to visit your home to decide the exact details of the work.

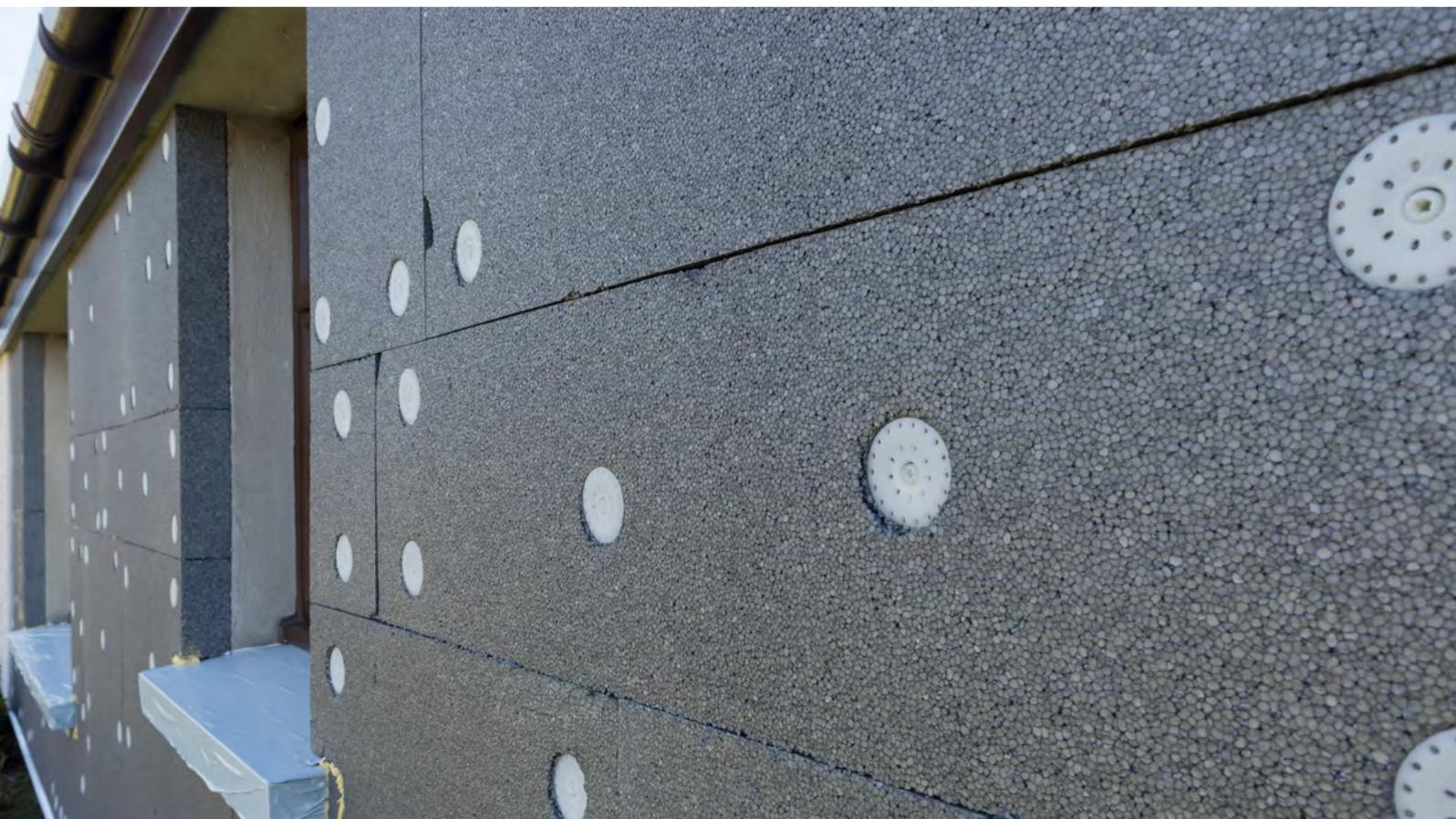
External Wall Insulation (EWI) means that insulation panels will be fitted to all existing outside wall areas and the new insulation panels will then be finished with a hard render surface. New outside lights will also be provided to both front and back doors and any house numbers that have been removed will be refitted.

Once the survey has been completed the full extent of other works to be carried out will also be known. It

is possible that this could also include the adjustment of ground levels at the bottom of external walls, the removal of any 'stand-alone' open fires and vents, the extension of any existing boiler flues and the replacement of windows and doors that need upgrading.

Access to your home

Internal access to your home is not normally required when just the EWI is being fitted but internal access will be required to complete the electrical work needed to wire up the new external lighting.



External Wall Insulation

Design Stage

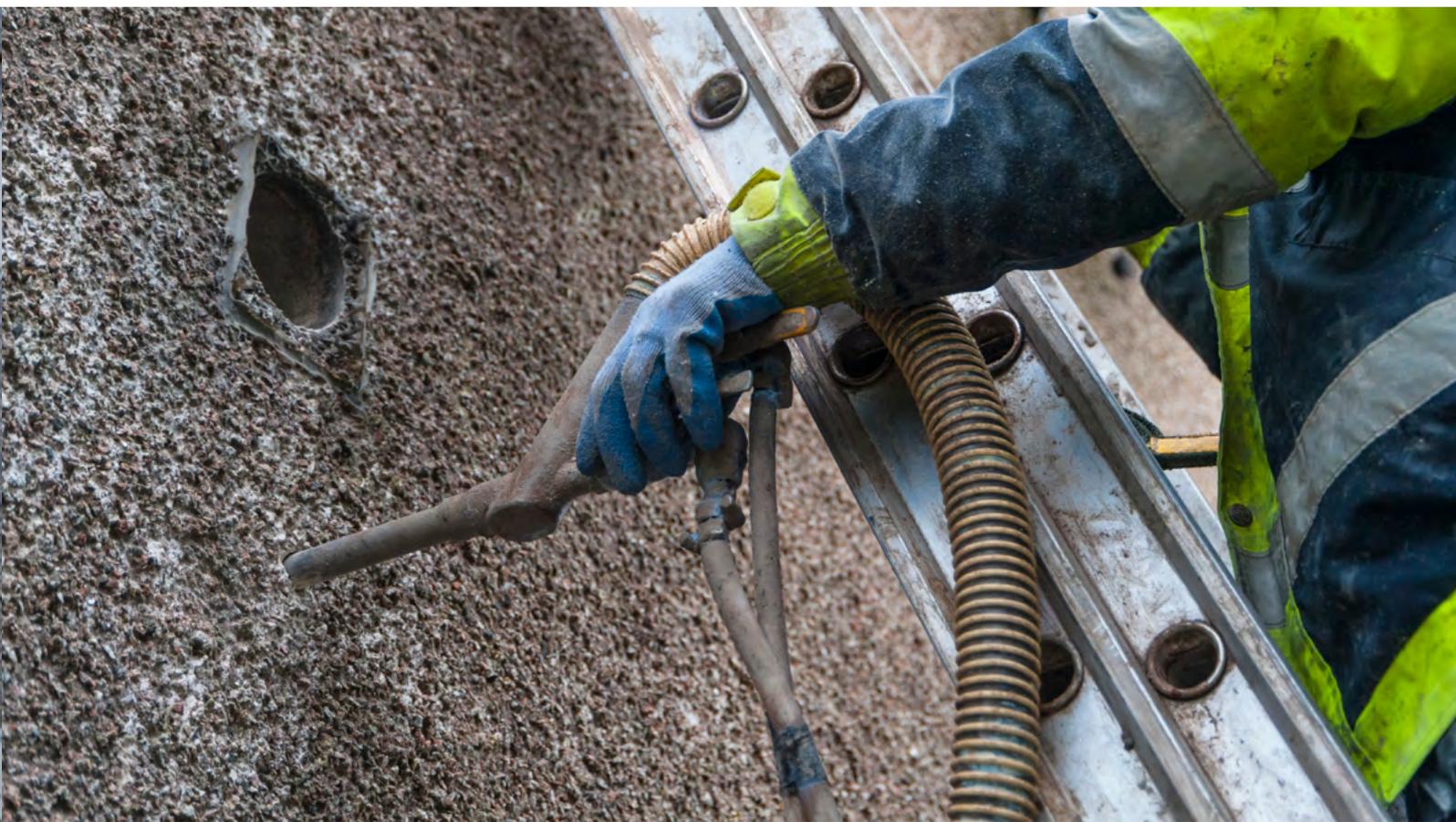
A surveyor will need to visit to check that cavity wall insulation is needed to your home. If it is required, and there is already old insulation in the cavity, then this will need to be removed before the new insulation is installed.

The contractor will check the cavity and the type and quality of any insulation that is there at present. They will drill several small holes, spaced at intervals, all over the outside walls of the property. The old insulation is extracted through these holes, forced by compressed air, and new insulation will be 'blown' in to the same holes until the whole cavity is filled. The small holes will then be filled and finished to match the existing walls.

It is possible that additional works may also be needed including the adjustment of ground levels at the bottom of external walls, the removal of any redundant wall vents or the replacement of wall vents still required with cavity sleeved vents.

Duration of the Works & Access

Works will take 1 to 2 working days to complete. Although the insulation works will be done from outside the contractor will need to gain access to your home in order to temporarily tape up around windows and doors to reduce airflow and possibly dust entering during the extraction process.



Cavity

Wall Insulation

Design Stage

A surveyor will need to visit your home to inspect and measure the dormer(s) and porch and then prepare plans for the works.

Your existing dormers and porch roofs will be upgraded with the intention that any existing flat roofs will be replaced with pitched tiled roofs where practical.

It is likely that the works will also include upgrading internal insulation to both wall and roof areas, recladding externally and providing and replacing rainwater goods.

It may also be necessary to replace the window in the dormer and to re-roof the main roof pitches of the whole property at the same time. If this is the case we may also replace existing soffits and fascias and remove redundant chimneys and roof lights that only serve an internal loft space.



Before and During the Works

You will need to:

- Remove curtains, nets, blinds and any other coverings from around the existing dormer windows.
- Remove all electrical items, and ornaments etc. from work areas to avoid accidental damage.
- Move any furniture or stored items as advised by the contractor.

During the works internal and external access will be needed to your home at all times.

There will be some noise and dust will be created. You may also be prevented from entering certain rooms when the work is ongoing.

The contractor will ensure that your home is left secure overnight and there will not be any temporary boarding of windows.

Please note that we will not be responsible for the refitting or alteration of blinds, curtains or any other window coverings if new dormer windows are fitted. Damage to decoration should be minimal but we will not be responsible for any decorative damage caused.

Dormers & Porch Roof

Design Stage

A surveyor will need to visit your home to inspect the roof surfaces and to decide what other works may need to be carried out at the same time.

Your existing roof covering will be removed and the surfaces recovered with new slates or tiles, usually to match what was there previously. Wherever possible, existing flat roof areas will be pitched.

It is likely that the works will also include the replacing of rainwater goods, soffits and fascias, as well as the removal of redundant chimneys and roof lights that only serve an internal loft space. Roof lights that are kept will be replaced with a new Velux window.

Access to your Home

Internal access to your home is not normally required when just general re-roofing work is ongoing but internal access will be required to fit any new Velux window.



Roof Coverings & Roof Lights

What are Solar Photovoltaic Roof Panels (Solar PV)?

Solar PV is a solar panel electricity system that captures the sun's energy and converts sunlight into electricity to use free of charge within your home. A solar PV system is made up of a number of panels connected together. The type of system we will be fitting to your home will be roof mounted.

Solar PV can still generate some electricity on cloudy days but does not generate any electricity at night. Not all roof surfaces are suitable for the installation of Solar PV as not enough electricity is generated if the panels don't face due south or they are not on a pitched roof at 35 - 40°. Shading of the panels by other building or trees will also reduce efficiency.

Solar PV does attract tariffs for power generation and electricity returned to the grid but these will be paid direct to the Council. HOWEVER, during daylight hours, you will benefit from being able to use **FREE**

within your home all the energy that is generated by the Solar PV.

Tips for Using Solar PVs

Use electrical appliances during daylight hours when electricity is being generated. Charge laptops and phones during the day.

Washing machines, tumble driers, dishwashers, irons and vacuum cleaners are all high energy users. To reduce the risk of using more electricity than you are generating use just one high energy using appliance at a time.

Please remember that even with Solar PV, the best way to save electricity is to use lighting and appliances less often and more efficiently.



Solar

Photovoltaic Roof Panels (Houses Only)

Design Stage

A surveyor will need to visit your home to inspect your roof to advise if it will be suitable for Solar PVs. The exact detail of the work to be carried out and the positioning of the Solar PVs will not be known until the survey is complete and it has been decided that your home is suitable.

It still may not be possible for PVs to be fitted at your home, as certain areas of Aberdeenshire are affected by national grid constraints. We can only update you on this nearer the time of the planned installation.

Most installation work will be undertaken externally but it will also be necessary to access the loft space and the meter cupboard as a new meter that records energy generated, will also need to be fitted.

Access to Your Home

Internal access to your home will be required to complete the electrical work needed to wire up the new Solar PV.



The Council's Assistance Package

We want to work with you so that you can enjoy the benefit of having your home upgraded. If at first you feel you are unable to deal with the disruption of the upgrade works you must contact us to find out if you will qualify for our assistance package.

The assistance package is there to help you if you are elderly/ frail or have health or disability issues and are not physically or mentally able to prepare yourself or the property for the upgrade and you genuinely do not have any other help available to you. You must discuss this further with the Stock Condition Surveyor at the Council who deals with your area.

The assistance will be undertaken by the contractor, or their specialist subcontractor and, as a tenant, will be at no cost to you.

The package includes, (but only in so far as is required to enable work to progress):

- Clearing of cupboards.
- Packing up and storing on the premises where possible, and unpacking on completion.
- Packing up and removing excess belongings or furniture to temporary storage for the duration of the works at that property, and returning and unpacking on completion.
- Removing and refitting curtains and lifting / relaying floor coverings, excluding laminate flooring.
- Undertaking other 'Handy Person' roles related to reinstating your home on completion of the works.

Any packing, removal and storage required will be carried out by a company accredited under the British Association of Removers or The National Guild of Removers and will include for all insurances needed.

“Happy to help...if you need us”

How Long will the Work Take?

The time it will take for the contractor to do the works will depend on how many upgrades they are actually doing at your home.

Our letter to you tells you what works you are having done. Please look at the table below to find the right combination of works and then you can get an idea of how many working days it is likely to take to complete the upgrades. If you can't find an exact match for your works, ask the contractor when they contact you.

Work to be done	Indication of working days the upgrades will take
Communal Doors	7
Communal Doors, Door Entry System	15
Communal Doors, Door Entry System, Dormers, Roof Finish	15
Communal Doors, Door Entry System, External Insulation	20
Communal Doors, Door Entry System, External Insulation, Roof Finish, Rooflights	25
Communal Doors, Door Entry System, External Insulation, Roof Finish, Windows	25
Communal Doors, Door Entry System, Roof Finish	15
Communal Doors, Door Entry System, Windows	15
Door Entry System	15
Door Entry System, Dormers, Windows	15
Doors	7
Doors, External Insulation, PVs	20
Doors, External Insulation, PVs, Windows	25
Doors, PVs	7
Doors, PVs, Rooflights	7
Doors, PVs, Rooflights, Windows	7
Doors, PVs, Windows	7
Dormers	15
Dormers, External Insulation	20
Dormers, External Insulation, PVs	20
Dormers, External Insulation, PVs, Roof Finish	25
Dormers, External Insulation, Roof Finish	25
Dormers, Porch, PVs	15
Dormers, PVs	15
Dormers, PVs, Roof Finish	15
Dormers, PVs, Rooflights	15

Dormers, Roof Finish	15
Dormers, Rooflights	15
External Insulation	20
External Insulation, Porch	20
External Insulation, PVs	20
External Insulation, PVs, Roof Finish	25
External Insulation, PVs, Rooflights	20
External Insulation, PVs, Windows	25
External Insulation, Rooflights	20
External Insulation, Windows	25
Porch	5
Porch, PVs	5
Porch, PVs, Roof Finish	15
Porch, PVs, Rooflights	7
Porch, Roof Finish	15
PVs	3
PVs, Roof Finish	15
PVs, Roof Finish, Rooflights	15
PVs, Rooflights	4
PVs, Rooflights, Windows	5
PVs, Windows	5
Roof Finish	15
Roof Finish, Rooflights	15
Rooflights	2
Windows	5

Frequently Asked Questions

What will the contractor do before work starts?

The contractor will survey your home at least 10 weeks before the works start and they will provide you with further information on what they will be doing. You will also receive a letter approximately 14 days before the upgrades start providing confirmation of your installation date. Finally, the contractor will visit you 7 days prior to installation in order to discuss final arrangements with you.

Will my plants and grass be protected?

The contractor will take every care to protect your plants and shrubs. If any areas of grass are damaged during the works then, those that will not grow back, will be re seeded by the contractor.

Will my home be secure at all times?

The works will need to be carried out from a scaffold but the contractor will ensure that the scaffold is left secure overnight.

What time do the tradesmen start?

Normal working hours are 8am – 5pm during weekdays. The contractor will not work weekends.

Who will carry out the work?

All work will be carried out by an approved Council Contractor. All Aberdeenshire Council staff and contractors carry identity cards. If you have any doubts about the identity of a person trying to enter your home, refuse entry and contact your local Housing Office for advice.

Will the contractor use my electricity?

The contractor will not be allowed to use your power or facilities, including the toilet, or to smoke, eat or play music in your home or garden.

What about Health and Safety?

If you have children or pets please keep them away from the work areas, scaffolding, materials and tools and please follow any advice or warning notices provided by the contractor.

Please do not smoke in a work area if the contractor is working inside your home.

Will my rent increase?

No. None of these external works are factors included in Aberdeenshire Council's Rent Assessment Scheme so your rent will not increase when the work is completed

Who do I contact if I have a problem?

If you have any concerns or queries during the upgrade works in your home please speak to the contractor's TLO or ring one of the other telephone numbers on the Project Contact List you will be given by the contractor 7 days before the works start. Any faults with your upgrade, or complaints you wish to make, must be reported to us immediately. If you delay, it may make it harder for us to deal with the matter.

Will there be a meeting for Sheltered Housing Tenants?

If you live in a Sheltered Housing Scheme or a Sheltered Linked Cottage, you will be invited to attend a meeting at the Scheme. This will explain the works to you, and also discuss if any special arrangements need to be put in place during the upgrades.

Will my personal details be shared with anyone?

So that our contractors can make contact with you, to plan and carry out the works, and to invite you to take part in a telephone satisfaction survey, we will be sharing some of your personal data with them. This will be done in accordance with Data Protection Legislation (the General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018) and within the terms the Council Tenancy Privacy Notice you already have from us.

Our Promise

Aberdeenshire Council staff, contractors and their sub-contractors will be polite, sensitive to your needs and respect your home and belongings.

Make sure work areas are left safe at the end of each day.

Keep you informed of progress and any delays.

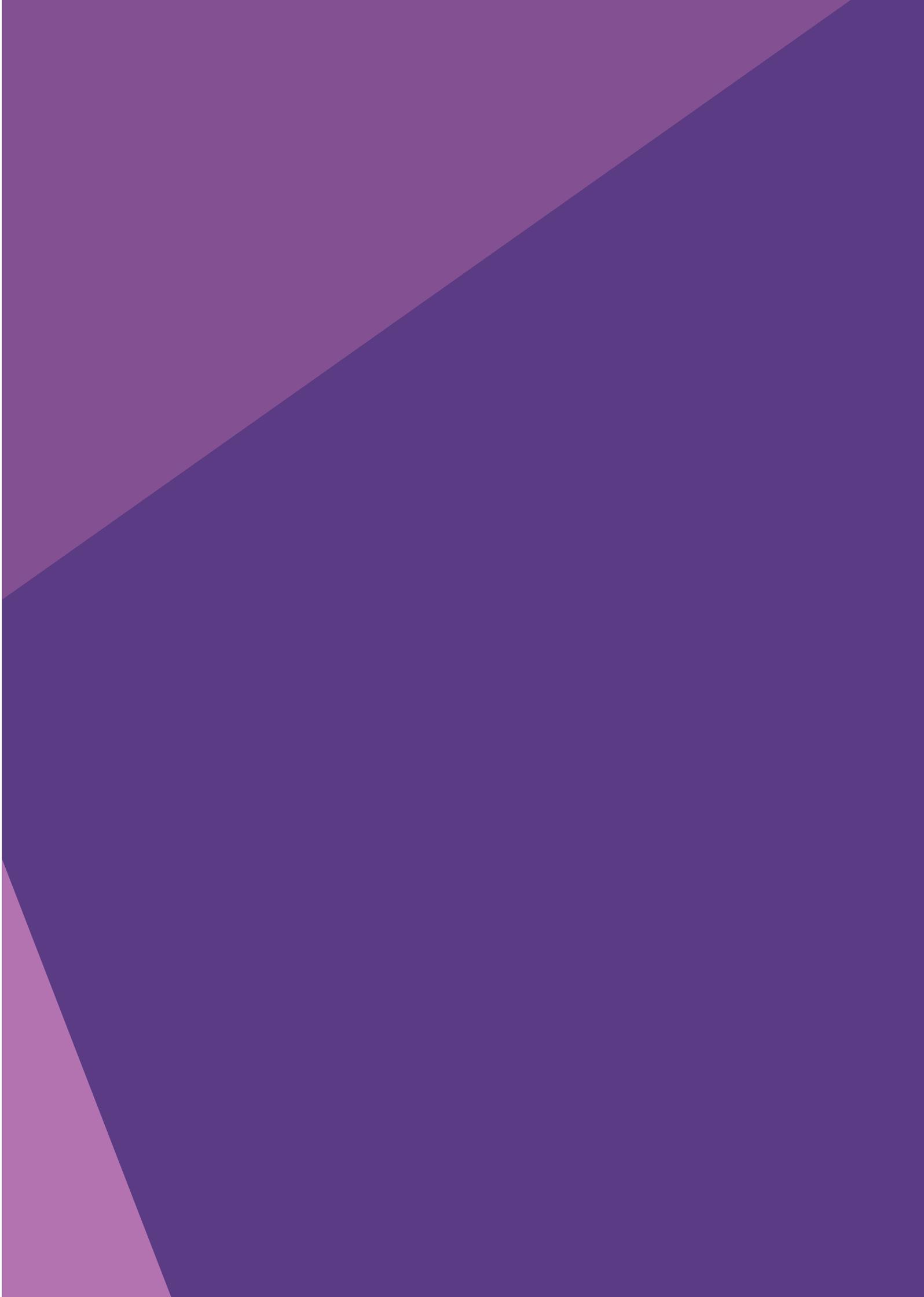


Please take part in our Tenant Satisfaction Survey about the works,
as your feedback is very important to us.

Alternatively feedback can be provided to Aberdeenshire Council's Feedback Team:

By post
Feedback Team
Woodhill House
Westburn Road
Aberdeen
AB16 5GB

By email
feedback.team@aberdeenshire.gov.uk



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