



From mountain to sea

Tenant Guide

All Upgrade Works

May 2026 v2





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Language Requirements

If you need the information in this document in any other language or large print, easy read, Braille or BSL (British Sign Language), please email us at tandamqueries@aberdeenshire.gov.uk

Ma tha feum agad air an fhiosrachadh anns an sgrìobhainn seo ann an cànan sam bith eile no clò mòr, furasta a leughadh, Braille no BSL (Cànan Soidhnidh Bhreatainn), cuir post-d thugainn aig tandamqueries@aberdeenshire.gov.uk

Jeśli potrzebujesz informacji zawartych w tym dokumencie w innym języku lub w dużym, łatwym do odczytania druku, w alfabecie Braille'a lub w BSL (brytyjskim języku migowym), wyślij do nas wiadomość e-mail na adres tandamqueries@aberdeenshire.gov.uk

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Opening Statement

This guide explains the different types of work that may be carried out in your home and how this may affect you.

The Council upgrades tenants' homes through the Housing Improvement Programme, using a number of different contracts.

This guide covers all the work that may be carried out as part of these contracts.

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Introduction



We are committed to improving our Council Housing and to achieve this ambition, we have a 30-year plan to make sure that we offer high quality, energy efficient, healthy, safe and secure homes.

One main contractor, or their subcontractors, will be doing all the different work that is planned within your home. Depending on the size of the contract, they will appoint Tenant Liaison Officers (TLOs) and/or a site agent to assist with the process. This will make it easier for you to know who to speak to if you need to. The Council's Property Services are project managing the HIP for the Housing Service and they will have dedicated Contract Leaders for each contract.

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.

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Getting Ready

Why is Your Home due to be Upgraded?

If you are due an upgrade in your home this is because:

- an old component has reached the end of its expected life span or
- a new component will be installed in your home for the first time

Each component in your home has an expected life span recorded in our Stock Condition Database. This is the number of years that the component is likely to last before it needs replacing, e.g. kitchens 25 years, windows, and doors 30 years etc.

Sometimes we install new equipment into our homes, e.g. Solar Photovoltaic Panels, (Solar PV).

Upgrading your home allows the Council to meet our landlord's obligations to you as our tenant and helps us to meet our legal obligations surrounding the Scottish Housing Quality Standard (SHQS) the Energy Efficiency Standard for Social Housing (EESH) and the future requirements of the proposed Social Housing Net Zero Standard (SHNZS).

The Council wants you to live in a home we can both be proud of. A high-quality home that is energy efficient, healthy, safe & secure.

This is only possible with your co-operation, and this is why we do not want any tenant to refuse their upgrades.

Tenant Refusals

You will find further details in this guide of the extra support the Council and our contractors offer during the upgrade process. This will help to ensure that your upgrades can go ahead, even if it is still a potentially difficult and disruptive time for you.

Please think very carefully before refusing any upgrade and be aware that there may be consequences such as:



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- If you were to refuse after the contractor has surveyed and ordered components these may then be of no use to the Council. The cost of buying them would be wasted. Generally, the components ordered for your home must be fitted in your home, and this is particularly important for windows and doors, as they are accurately measured to fit your home only.
- You may have specific 'exceptional circumstances' for wanting to refuse an upgrade such as a recent bereavement in the household or a stay in hospital. We will advise you if the work can be postponed until later in the contract period or if it will have to be undertaken in a future contract.
- If you simply refuse or do not allow access for the work and then decide to accept the upgrade, you will have to wait for the next available contract.
- The Council may still need to access your home to do the upgrade as an emergency, if the condition of the component results in your home becoming unfit for human habitation, it poses a health and safety risk or if damage may occur to other parts of the property. If access is still not given to us, the Council may need to use a legal forced access process to gain entry to your home.

How long will the work take?

A HIP works period usually spans the 12-months of a financial year, April through to end of March the next year. If you are due more than one upgrade then some, like windows and doors and kitchens and bathrooms, may be grouped together and done by the same contractor. However, other upgrades might be carried out by different contractors. Therefore, to complete all your upgrades, you may be contacted by more than one contractor during that HIP work period.

The time it will take for the contractor to do the works will depend on how many upgrades they are doing at your home. The contractor is responsible for deciding when the works are done within the contract period.

The table below gives an estimate of how many working days it is likely to take to complete each of the upgrades. For some upgrades, this could mean that you are left with temporary facilities for longer. Each home will be different, so the contractor will let you know when and how they plan to work at your home and tell you how long the works will take.

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Work to be done	Total Working Days
Bathroom/Wetroom/Shower Room	5
Bathroom/Wetroom/Shower Room & Cloakroom	7
Cloakroom	5
Communal Doors	7
Communal Doors, Door Entry System	15
Door Entry System	15
Doors & Handrails (Excluding Steps)	3
Dormers	15
Dormers, Roof Finish	15
Dormers, Rooflights	15
Heating (Gas) - Boiler Only	1
Heating (Gas) - Full System	7
Heating (Quantum Electric Storage)	7
Heating (Quantum Electric Storage) plus rewire	10
Kitchen	8
Porch	5
Roof Finish	15
Roof Finish, Rooflights	15
Windows	5

You may also find that the contractor's work programme and the installation dates for your home need to be changed if some building materials, normally readily available in Aberdeenshire, become in short supply due to supply chain issues outside the Council's control. We closely monitor the supply of all components and act where possible to lessen disruption.

Also, on some occasions our contractor may need longer to complete the upgrades if, once they start at your home, they find extra works that are needed that could not be seen or planned for when they did their original survey. If this happens, the contractor will let you know straight away how much extra time is needed.

Allowing Access for Surveys and Onsite Checks

Please make sure that you provide access to your home when asked. Surveys and onsite checks need to be done, before the works start. These visits to your home help us to find



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out exactly what is required to complete the upgrade, how to prepare the necessary design drawings and to prepare to order components and materials.

The surveys will mainly be done by the Council, with some being done direct by our contractors. We may also need to measure the whole of the inside of your home to prepare a 'whole house' drawing for our records.

The surveys will be carried out at one time where possible even if you are due more than one type of upgrade, e.g., windows and bathroom. However, having different upgrades may involve having more than one contractor to undertake the work.

If it is the Council that has completed the survey and prepared design drawings, the contractor will then visit your home to review the plans and become familiar with the project. They may also need to carry out other onsite checks for [window](#) and [door](#) upgrades.

Housing Occupational Therapist

If you, or anyone living in your home has a disability or long-term medical condition, you should discuss this with the Council's or contractor's surveyor, or the contractor's Tenant Liaison Officer/ Site Agent who visits your home so that a referral to a Housing Occupational Therapist can be considered.

For example, the design or layout of a new kitchen, bathroom, heating, or electrical system may need to be adapted to your needs.

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

We would always encourage you to have the contents of your home insured as soon as possible, if you haven't done so already.

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Kitchens



Design Stage

A surveyor will plan the kitchen layout with you allowing for your appliances, making sure you understand what is on offer and giving you choices where possible.

You will be shown samples to choose from for:

- Worktops
- Door fronts
- Vinyl flooring

The wall units and base units will match the colour of the doors that you choose.

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Built-in cupboards and larders may be removed to create more kitchen space. The number of units you are given will depend on the number of bedrooms and living rooms in your home and, for smaller kitchens, the space that is available.

Kitchens in Sheltered Housing Schemes

All tenants' kitchens will be designed with a washing machine space. If you do not currently have a washing machine the space for one will still be left and the plumbing and electrics provided. If your kitchen is small, and the number of new base storage units is below the maximum the Council normally fit, then a 'slide in' base unit will be fitted under the worktop.

All wall units in your kitchen will also be fitted with an extra storage shelf as standard.

Before the Works

You will need to:

- Remove curtains, nets, blinds and any other fabric from around the windows.
- Remove everything from the existing kitchen to avoid damage and empty the cupboards. The contractor will move any white goods you have.
- Remove any floor coverings, that you wish to keep, before the works start. The contractor will assume that any flooring left in the room is unwanted and they will dispose of it.
- Remove any cooker hood, that you wish to keep, before the works start. If you have evidence that you have permission for the cooker hood from Tenancy Services the contractor will ensure that it is included in the kitchen design, and that a top box is fitted if needed, so that you can arrange to refit your hood to the top box when the contractor is finished.
- The contractor will advise you if any other floor coverings need to be removed, for example in hallways. Please note that they *will not* lift laminate or wooden flooring and that this would be your responsibility to arrange and pay for, if you are unable to do it yourself. The contractor *will* lift and re-lay all carpets, other flooring and floorboards as required but may require you to sign a disclaimer if the floor covering is likely to be difficult to take up without damage, for example if it is glued down.
- Move any furniture or stored items as advised by the contractor.



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- The contractor will also tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.
- You may wish to set up a kettle and microwave in your living room, so you are able to make cups of tea and warm food whilst the works are taking place.

During the Works

There will be some noise and dust created.

You may also be prevented from entering your kitchen at certain times and you may be without water and electricity for short periods during the day. During the work the contractor will make sure that cooking facilities and a water supply are available at the end of each working day.

These may not always be within the kitchen area, and the cooking facilities are likely to be temporary in nature.

The sequence of works to be done by the contractor:

- Prepare - Lay protective floor covering to protect your existing flooring on route to the kitchen.
- Strip out - Remove the old kitchen and flooring. Built-in larders and cupboards removed.
- Electrical work - Sockets will be located near your appliances as set out in your new kitchen design plan. A new extractor fan will be fitted, unless the ventilation in your home is already provided by a Mechanical Ventilation and Heat Recovery





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(MVHR) unit. If there is a door to the outside from the kitchen, then an external bulkhead light will be provided to this doorway only.

- Making Good - Carry out any plastering where required.
- Install new kitchen and sink - installing your new kitchen and doing any other carpentry or alterations as needed.
- Decorating – Preparing and painting the walls, ceiling and woodwork. This may take a couple of days to allow for the coats of paint to dry.
- Lay flooring - Where required plywood will be installed to provide a smooth surface prior to the vinyl being laid.
- Finishing - finishing touches such as silicone sealant will be done at this stage.
- Checking - The works will be checked over, this is called “snagging”. If any works are not up to standard, the contractor will come back, and they will put it right.
- Approval and handover – The Council’s Property Clerk of Works will inspect your kitchen and if it meets their approval the work will be signed off.



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How Can You Care for Your Kitchen?

Door and drawer fronts:

Spills should be wiped up immediately. A soft cloth and a mild detergent such as washing up liquid is recommended. Do not use abrasive cleaning agents, bleaches or solvents or scouring pads.

Worktops:

Never place hot pots and pans taken straight from the oven or hob directly onto the worktop; use heat resistant pads to protect the worktop. Do not cut objects directly on the worktop. Always use a protective board.

Stainless steel sinks: Your sink should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface.

Undiluted disinfectant or bleach will stain your sink, and care must be taken to wash this off immediately in the event of any spills. Do not use harsh abrasives or scouring pads as this will cause scratches to the surface or permanent discolouration.



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Bathrooms, Cloakrooms and Shower Rooms



Design Stage

A surveyor will plan the bathroom. You will be shown samples to choose from for:

- Waterproof laminated wall panelling
- Vinyl flooring

Bathrooms and Cloakrooms

If you are having a new bathroom installed, the old suite will be replaced with a new white bathroom suite and/or cloakroom suite (WC and hand basin only). A shower will be installed over the bath, and a new extractor fan will be fitted, unless the ventilation in your home is already provided by a Mechanical Ventilation and Heat Recovery (MVHR)



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unit. Waterproof laminate wall panelling will provide a splash-back around the bath and shower area and behind the WCs and hand basin.

If you live in mainstream housing with one or two bedrooms, and your home is either a single storey house or ground floor flat, you will be offered a wet room upgrade rather than having a new bath installed.

Shower Rooms (including sheltered housing)



If you already have a shower room, the old fittings will be replaced with a new shower area, (e.g. shower cubicle, level access tray or wet room), together with WC and hand basin.

Waterproof laminate wall panelling will be provided to the shower area and behind the WC and hand basin. The extent of the panelling varies depending on the type of shower room you have.

A new extractor fan will be fitted unless the ventilation in your home is already provided by a Mechanical Ventilation and Heat Recovery (MVHR) unit.

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If you are a sheltered housing tenant, a new mirror will be fitted above your hand basin.

Before the Works

You will need to:

- Remove bathroom cabinets, toilet roll holders, mirrors, shower screens, toiletries, ornaments, and other belongings so they do not get damaged.
- Remove any floor coverings that you wish to keep before the works start. The contractor will assume that any flooring left in the room is unwanted and they will dispose of it.
- The contractor will advise you if any other floor coverings need to be removed, for example in hallways. Please note that they *will not* lift laminate or wooden flooring and that this would be your responsibility to arrange and pay for, if you are unable to do it yourself. The contractor *will* lift and re-lay all carpets, other flooring and floorboards as required but may require you to sign a disclaimer if the floor covering is likely to be difficult to take up without damage, for example if it is glued down.
- Move any furniture or stored items as advised by the contractor.
- The contractor will tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.

During the Works

There will be some noise and dust created. You may also be prevented from entering your bathroom at certain times and you may be without water and electricity for short periods during the day.

During the work the contractor will make sure that the WC facilities are available at the end of each working day.

The contractor will fully outline any temporary facilities to be provided before starting work.

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The sequence of works to be done by the contractor:

- Prepare - Lay protective floor covering to protect your existing flooring on route to the bathroom.
- Strip out - Remove the old bathroom suite, floor, and wall coverings.
- Electrical work - any wiring required for the new shower and extractor fan will be installed.
- Making Good - Carry out any plastering where required.
- Fitting - Installing the new laminated wall panelling and bathroom or shower suite and other carpentry, as necessary.
- Decorating – Preparing and painting the walls, ceiling, and woodwork. This may take a couple of days to allow for the coats of paint to dry.
- Lay flooring - Where required plywood will be installed to provide a smooth surface prior to the vinyl being laid.
- Finishing - finishing touches such as silicone sealant will be done at this stage.
- Checking - The works will be checked, this is called “snagging”. If any work is not upto standard, the contractor will come back, and they will put it right.
- Approval and handover - The Council’s Property Clerk of Works will inspect your bathroom and if it meets their approval, the work will be signed off.



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How Can You Care for your Bathroom?

Cleaning:

The bath, hand basin, shower tray, wall panelling and toilet should be cleaned using a non-abrasive cleaner and rinsed off with clean water to avoid damaging the surfaces.

Do not use bleach with other toilet cleaners and always remove lime scale by using an appropriate cleaner, do not scrape it off.

Do not flush unsuitable items such as disposable nappies, baby wipes, kitchen towel or oil, down the toilet.

Bathroom floor covering:

The floor is covered with vinyl that is fixed with adhesive. To prevent damage, clean the floor covering with water and a mild detergent or a cleaner sold for the purpose.

Do not use a hard abrasive cleaner, white spirit or solvent based cleaner or polish, these can remove the anti-slip coating and make the floor slippery.

Blocked waste pipes:

These are normally caused from the build-up of hair and soap which makes the water drain away slowly. Regular cleaning of the waste will prevent this.

Fixings: Please do not make any new screw fixings to the waterproof laminated wall panelling as this may let in water and cause damage.

Caution - Never mix different chemicals in the toilet or cistern. The chemicals can react together to create poisonous gases.

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Gas & Electric Heating



Design Stage

A heating engineer will design your new heating.

Gas Heating

If you are having a new gas heating system or boiler only upgrade it will be powered by a modern 'A' Rated boiler with radiators in each room. If the new gas boiler is to be installed in a kitchen or cupboard within your home, you may need to clear these areas.

Quantum Electric Storage Heaters

If you are having an electric heating system, then this will be provided by Quantum (High Heat Retention) storage heaters manufactured by Dimplex. The Quantum stores heat overnight using low-cost, off-peak energy. However, unlike standard storage heaters, the Quantum storage heaters are better insulated and therefore you will have more control over the release of the stored heat over longer periods of time. [Further information is](#)



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[*available on the Dimplex website.*](#) Bedrooms are usually fitted with electric panel heaters and bathrooms with an electric towel rail.

Before the Works

You will need to:

For some electric heating upgrades you may be told that you need to apply for a new electric meter. Please look at the end of this section to see how to order your meter. Do not order the meter too early as once it is supplied, you will have to pay standing charges. Our contractor will advise you when to order your meter. Some energy suppliers may take several weeks to install a new meter, and some may wish to charge you for doing the work.

Safely remove and store any laminate or wooden flooring you have. You will also have to arrange for this to be refitted once the work is completed. The contractor will lift and re-lay all carpets, other flooring and floorboards as required but may require you to sign a disclaimer if the floor covering is likely to be difficult to take up without damage, e.g. if it is glued down.

Move any furniture or stored items as advised by the contractor. The contractor will tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.

Remove all electrical items and other belongings from work areas to avoid accidental damage.

If you are having your oil heating upgraded to electric Quantum heating any unused oil, and the tank itself, will be taken away by our contractor. You may therefore want to try to reduce your oil supply ahead of the upgrade.

During the Works

There will be some noise and dust created.

You may also be prevented from entering some rooms in your home at certain times and you may be without heating, water and electricity for times during the day.

The contractor will need to work in every room in your home. The contractor will fully outline any temporary heating facilities to be provided before starting work. You will be responsible for the cost of using the temporary heaters.

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The sequence of works to be done by the contractor:

- Your existing heating system will be removed and replaced. If your home is currently equipped with a solid fuel or gas fired back boiler, this will also be taken out and the wall re-plastered.
- All fireplaces will be removed and blocked up and the chimney capped, (a vent in the chimney breast is fitted). You will have the option of retaining the hearth and, where possible, the fire surround, should you wish to.
- A new heating system will be installed. The details of this will vary, depending on the type of heating to be used.
- The new heating and hot water controls will be set up to your requirements, and you will be shown how to operate and adjust all the controls.
- The contractor will take away your old heating system and dispose of it correctly.
- Checking - The works will be checked, this is called “snagging”. If any work is not up to standard, the contractor will come back, and they will put it right.
- Approval and handover - The Council’s Property Clerk of Works will inspect your heating system and if it meets with their approval, the work will be signed off.

Caution - During the first few days of operation of your new Quantum heating it is likely you will notice some odour due to the newness of the materials used in manufacturing. This is normal and will disappear after a brief period of use. It is, however, advisable to keep all rooms well ventilated. Please refer to the operating manual for full instructions on this matter.

Please be aware - When replacing night storage heaters for new Quantum heaters, or when replacing old radiators for new ones, it may not be possible to avoid holes being left in floor coverings where the feet of previous heaters or previous pipes were located. As this is an unavoidable consequence of the upgrades being done, the Council and the contractor will not be responsible for making good the floor coverings.

If you have a hot water cylinder in your attic space that needs to be upgraded as part of the work then, for reasons of Health & Safety, this will have to be removed, and a new one installed in a different location in your home. If there is no suitable storage cupboard for this then a new one will have to be built. The cupboard will be finished to a standard ready for you to decorate it.



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After the Works

It is your responsibility to make sure that the controls of your new heating and hot water system are set up to meet your needs. If you think the new system is not functioning correctly then you must immediately report this as a repair, and we will check this for you.

If your heating has been upgraded from oil, solid fuel, or old style electric heating to new Quantum storage heating, you may want to speak with your electric energy provider, as they may be able to offer you a different tariff that reflects that your home no longer has electric heating.

FREE impartial assistance and advice on all home energy issues, is available to you from Scarf on Tel: 01224 213005.

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Reactive (unplanned) Heating Upgrades

Sometimes an unplanned heating replacement may be needed if your existing heating fully breaks down and repairs that are not possible because parts are obsolete or if repairs are no longer financially viable.

If this happens we will replace your heating on our Reactive Heating Contract as quickly as we can. You will be advised of this by the Stock Condition Surveyor for your area and the Reactive Heating contractor will make direct contact with you to arrange a survey and tell you how long it will be before they can start the works.

All the heating upgrade information and general information in this guide also applies to Reactive Heating upgrades. Please also be aware of the following:

Compensation for Extra Heating Costs when using Temporary Heaters

If your heating has broken down, we will offer you the use of temporary electric heaters until the new heating boiler/system is installed. You may be able to claim compensation from us for the extra heating cost you incur during this time.

As there are strict criteria to be met, please contact the Stock Condition Surveyor who will be able to advise you further.

Please note that the compensation scheme only operates between 1st October to 31st March (inclusive).

Please note that the compensation scheme only applies to unplanned Reactive Heating upgrades and not to planned heating upgrades that are part of the HIP.

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A New Electric Meter

How to check your existing meter and how to ask your electricity supplier for a new off-peak electric meter for Quantum storage heaters:

If You Already Have Storage Heating

If you already have storage heaters, you **MUST** check with your supplier that you are on the correct 'off peak' meter to work with your new Dimplex Quantum storage heaters. This could either be a Total Heat Total Control (THTC), Economy 10 (E10) or Economy 7 (E7) tariff. Some suppliers may offer their version of these tariffs.

If your home has older meters with separate on- and off-peak meters, consider upgrading them to a modern meter. This upgrade will give you more flexibility to switch suppliers and tariffs. When you contact your supplier, be sure to mention that you have Quantum/Storage heaters so they can install the appropriate type of meter.

Modern smart meters have 5 electrical tails from the bottom of the meter.



If You Do Not Have Storage Heating

If you currently have a coal fired heating system or an oil heating system, please follow the steps below, as you will need to have an 'off peak electric meter' installed before the Dimplex Quantum heating can be fitted.

Step 1. Please locate your current electric meter.

This can be found either externally in a meter box or within your home. Please take a note of the meter serial number. This will either start with an F or S

depending on the type of electric meter you have.

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Step 2. Contact your current supplier to discuss switching to an appropriate meter.

If you are not sure who your current supplier is, you can find out by using this link:

<https://www.ssen.co.uk/Whoisyoursupplier/>

Quantum heating requires to be connected to both a standard and off peak (dual rate) meter. This is usually installed and set up with an E7 (Economy7) or E10 (Economy10) tariff.

Your supplier will be able to discuss the right meter and tariff for you and to arrange to fit your new off-peak electric meter.

The Economy 7 (E7) tariff is a type of electricity plan that offers cheaper

rates for electricity used during the night and higher rates during the day. You get seven hours of cheaper electricity, typically between 11 PM and 8 AM, though the exact times can vary depending on your supplier.

The Economy 10 (E10) tariff is like the Economy 7 tariff but offers 10 hours of cheaper electricity rates spread throughout the day and night. You get 10 hours of cheaper electricity rates, typically broken down into 7 hours at night and 3 hours during the day.

Other suppliers may offer their version of these tariffs.

As the bill payer you can choose any supplier you like. FREE impartial assistance and advice, on all home energy issues, is available from Scarf on tel: 01224 213005.

Step 3. Please now phone the supplier you have chosen so that:

You can tell them the meter serial number you noted in Step 1. This will help the supplier find your address on the database they use.

The electric supplier will ask what type of meter you want to install (as below):
Prepayment Meter – This is a prepaid meter which you pay for your electric upfront by using a Smartcard, which you top up with money at your local Post Office, PayPoint or Payzone.



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Credit Meter – This is a meter where you will receive a bill quarterly or monthly.

Please choose which type of meter is most suitable for your needs.



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Scaffolding Your Home



Most high level 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.



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- Scaffolding will remain in position until a final inspection of the completed works is carried out, and the Council's Property Clerk of Works is happy with the quality.

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.

Most outside upgrades will also need access inside your home at some time, to complete the work. 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 need to:

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

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Dormers Roofs and Porch Upgrades



Design Stage

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

Your existing dormers and porch roofs will be upgraded to match the original roof pitches although the materials used may change. Any guttering serving the roofs will also be inspected and replaced if necessary.

For porch upgrades it is likely that the works will also include upgrading internal insulation to both wall and roof areas, where feasible, and replacing externally cladding.

The windows and external doors in a porch may also be replaced if they are due to be changed within the contract works.



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Before and During the Works

You will need to:

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

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

There will be some noise and dust 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 or porch windows are fitted. Damage to decoration should be minimal but we will not be responsible for any decorative damage caused.

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Roof Coverings and Roof Lights



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.

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.

If your home has a roof light that serves just the loft area, then it will be removed when the roof covering is replaced. If there is a roof light that is the only source of natural daylight to a stairwell area or another occupied area within the house, then the roof light



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will be replaced with a sun tunnel when the roof covering is upgraded. This will allow natural daylight into the area.

Roofs that have Solar Photovoltaic Roof Panels (Solar PVs) already installed

If your home has Solar PV roof panels installed, these will need to be disconnected and removed from the roof, temporarily stored securely on site and then reinstated on the roof, together with the new roof covering.

Regrettably, there will be a short period when the Solar PVs will not be working, but no compensation will be paid for any loss of energy generation. This applies to all homes with existing Solar PVs, including those with battery storage.

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 sun tunnel.

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Windows



Design Stage

As well as design drawings being prepared the contractor will need to visit your home to carry out on-site checks and to accurately measure for the new windows. They may need

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to remove inside timber facings. If the window facings are plastered, then two small holes may be cored out or cut. If this is necessary the extent of the work will be explained to you beforehand. Removed linings will be replaced and disturbed plaster refilled the same day, after the measurements are taken.

Access will be needed to all rooms and there must be clear access to the windows so that they can be measured.

Your home will be fitted with energy efficient sealed unit triple glazed timber windows and draught proofing, that comply with current Building Regulations. The windows will also have Aluminium Cladding externally which increase the life expectancy of the windows and reduces future maintenance requirements.

Frames will usually be coloured white, both inside and outside.

Existing window panels in lounges will be built up to suit the house type and insulated, below window cill level, to improve the warmth and comfort of your home.

As the design of your new windows must comply with specific requirements, we are unable to offer you a choice of window style.

Before the Works

You will need to:

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

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

Please note that Sheltered Housing tenants will be helped with the removal and refitting of curtains nets and blinds. We cannot make alterations to your blinds or curtains so will only refit existing window coverings when that is possible.



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During the Works

There will be some noise and dust 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 window openings.

The sequence of works to be done by the contractor:

- Prepare - Lay protective floor covering to protect your existing flooring on route to each room that has a window they are replacing.
- Strip out - Remove the old windows, usually from the inside of the property, and replace it with the new window, working room by room. Any broken external window cills or lintels that need renewing will be removed and replaced before the new windows are fitted.
- Fitting & Making Good - Installing new window and carrying out any making good externally and fitting new timber finishings and cills internally.
- Decorating - All new internal and external timber work will be painted. This may take a couple of days to allow for the coats of paint to dry.
- Finishing- finishing touches such as silicone sealant will be done at this stage.
- The contractor will take away your old windows and dispose of them safely.





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- **Checking-** The works will be checked over, this is called “snagging”. If any works are not up to standard, the contractor will come back, and they will put it right.
- **Approval and handover -** The Council’s Property Clerk of Works will inspect your new windows and if they meet their approval the work will be signed off.

How Can You Care for your Windows?

Trickle vents:

Each new window will be fitted with a trickle vent in accordance with current Building Regulations. These should be left open to help ventilate your home.

Cleaning: Your new windows will be fully reversible which allows the opening window panes to be released and swung right round so they can be cleaned from the inside.

Never lean out of a window to clean the outside of the glass from the inside your home.

Clean your windows with warm soapy water or a proprietary window cleaning product. Do not use abrasives or scouring pads on glass as this may cause scratches to the surface.

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Doors, Steps and Handrails



Design Stage

As well as design drawings being prepared, the contractor will need to visit your home to carry out on-site checks and to accurately measure for the new door. They may need to remove inside timber facings. If the door facings are plastered, then two small holes may be cored out or cut. If this is necessary, the extent of the work will be explained to you beforehand. Removed linings will be replaced and disturbed plaster refilled the same day, after the measurements are taken.

You will have a choice of different door styles and colours to choose from for front and back doors and flat doors in communal entrance areas. If you do not make a choice, we will have to choose the style for you.

If the external door being replaced to your flat or house currently open outwards, it will be replaced with a door that opens inwards, wherever this is possible.

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Your new door will be an energy efficient design, fitted with secure 3-point locking system and will meet current Building Regulations. Front doors are fitted with a letterbox, chrome door viewer and an integral guard bar or chain to restrict the full opening of the door when needed.

A new wall mounted house number plaque will also be fitted if needed.

Door replacements do not include the replacement of the existing entrance steps unless the new door cannot be fitted while retaining the existing steps or if the steps are in poor condition, (the steps complying to current Building Standards is not a consideration).

Handrails are only replaced if the steps are replaced or if they are required following a Housing Occupational Therapist assessment. New modular style handrails will be used.

Previously adapted graded pathways, steps, concrete ramps and handrails will be kept and repaired if they need to be. Timber ramps, platts and steps will all be removed and a new access to the house designed.

Before the Works

You will need to:

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

We will not be responsible for the refitting or alteration of blinds, curtains or any other coverings once your new door or side screen is fitted. Damage to decoration should be minimal but we will not be responsible for any decorative damage caused. Please note

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that Sheltered Housing tenants in linked cottages will be helped with the removal and refitting of curtains nets and blinds. We cannot make alterations to your blinds or curtains so will only refit existing window coverings when that is possible.

During the Works

There will be some noise and dust created.

There will be times during the day when it is not possible to use certain doors or new access steps, but the contractor will advise you of when access will be restricted. The contractor will ensure that your home is left secure overnight and there will not be any temporary boarding of doorways.

The Sequence of works to be done by the contractor:

- Prepare - Lay protective floor covering to protect your existing flooring next to each door to be replaced.
- New Steps or Step Repairs - If required the old steps and handrails will be removed and new steps built with new galvanised modular handrails provided if necessary. Installation can take 1 to 2 days. If the existing steps and handrails are to be retained they will be repaired if necessary.
- Strip out - Remove the old door, frames and any side screens and replace with the new door set. Any broken external door lintels that need renewing will be removed and replaced before the new door is fitted.
- Fitting & Making Good - Installing new door, carrying out any making good externally and fitting new timber linings internally.
- Decorating - All new internal and external timber work will be painted. This may take a couple of days to allow for the coats of paint to dry.
- Finishing - finishing touches such as silicone sealant will be done at this stage.
- New Keys - You will be given a set of new keys for your new door and instructions on how to operate the locking mechanism and the Entry Guard integral guard bar, (if fitted).
- Disposal - The contractor will take away your old door and dispose of it safely.



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- Checking - The works will be checked over, this is called “snagging”. If any work is not up to standard, the contractor will come back, and they will put it right.
- Approval and handover - The Council’s Property Clerk of Works will inspect your new windows and if they meet their approval the work will be signed off.

How Can You Care for Your Doors?

Please make sure that you operate the locking mechanism and the Entry Guard, (if fitted), in the correct way, as shown to you by the contractor.

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Common Entry Door Systems



Design Stage

A surveyor will need to visit the property to measure for the new doors and to decide what other works to the communal areas are needed.

The new communal door will be an energy efficient design, fitted with a secure locking system with an electronic entry system and will meet current Building Regulations.

Existing door side screens will also be replaced to match the new door.

A new handset will be installed inside your home which operates the new entry door system.

Generally, the existing entrance steps will be kept unless the new door cannot be fitted while retaining the existing steps or if the steps are in poor condition, (the steps complying to current Building Standards is not a consideration).

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Handrails are only replaced if the steps are replaced or if they are required following Housing Occupational Therapist assessment. New galvanised modular style handrails will be used.

Communal access areas will be redecorated, rewired and smoke detection replaced/ installed if needed. External lighting will be provided, and any timber communal staircases will also be replaced.

Before the Works

Most of the works will be done in the communal areas but the new handset will need to be installed and wired in your home.

You will need to:

- Remove all electrical items and other belongings from work areas to avoid accidental damage.
- Move any furniture or stored items as advised by the contractor.
- The contractor will tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.

During the Works

The contractor will let you know if the communal access areas also need upgrading.

There will be some noise and dust created. There will be times when it is not possible to use certain doors or new access steps, but the contractor will advise you of when access will be restricted.

The contractor will ensure that the property is left secure overnight and there will not be any temporary boarding of doorways.

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The sequence of works by the contractor:

- New Steps or Step Repairs - If required the old steps and handrails will be removed and new ones built with handrails provided if necessary. Installation can take 1 to 2 days. If the existing steps and handrails are to be retained, they will be repaired if necessary.
- Strip Out - Remove the old door, frames and any side screens and replace with the new door set. Any broken external door lintels that need renewing will be removed and replaced before the new door is fitted.
- Fitting & Making Good - Installing new door, carrying out any making good externally and fitting new timber linings internally.
- Communal access areas - those works of rewiring and decoration that are needed will be carried out. Decoration can take several days to allow for the coats of paint to dry.
- Fitting internal handset - The electrician will need access to your home to fit the handset.
- Finishing - finishing touches such as silicone sealant will be done at this stage.
- New Keys - New keys and key fobs will be issued to you when the works are finished. You will be given instructions on how to operate the new electronic entry system.
- Disposal - The contractor will take away the old doors and dispose of them safely.



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- Checking - The works will be checked over, this is called “snagging”. If any work is not up to standard, the contractor will come back, and they will put it right.
- Approval and handover - The Council’s Property Clerk of Works will inspect the new common entry door system and if it meets their approval, the work will be signed off.

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Electric Rewiring



Design Stage

An electrical engineer will design your new electrical system.

Before the Works

You will need to:

Safely remove and store any laminate or wooden flooring you have. You will also have to arrange for this to be refitted once the work is completed. The contractor will lift and re-lay all carpets, other flooring and floorboards as required but may require you to sign a disclaimer if the floor covering is likely to be difficult to take up without damage, e.g. if it is glued down.

Move any furniture or stored items as advised by the contractor.

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The contractor will tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.

Remove all electrical items and other belongings from work areas to avoid accidental damage.

During the Works

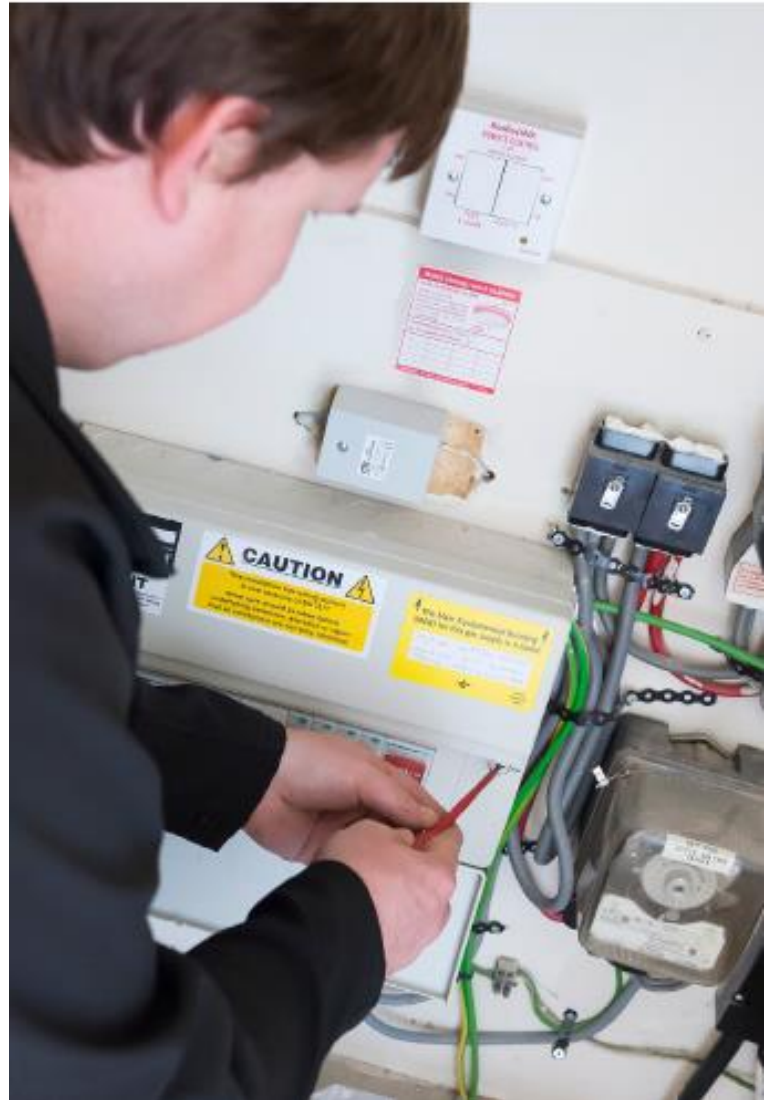
There will be some noise and dust created. You may also be prevented from entering some rooms in your home at certain times and you may be without heating and electricity for times during the day.

The contractor will need to work in every room in your home.

The contractor will fully outline any temporary facilities to be provided before starting work.

The sequence of works by the contractor:

- Your existing electrical system will be modernised to current standards. If your home has previously had a kitchen upgrade then the wiring and sockets in this room may not need replacing, as this work would have been done already.
- All other light switches and sockets will be replaced.
- If not already fitted external bulkhead lights will be provided to the main front, side or back entrance doorways BUT only two lights per property will be fitted, (even if there are more than 2 doors).





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- A new 'consumer unit' (fuse box) will be fitted and smoke alarms and CO Detectors will be replaced as required.
- If any new controls are fitted these will be set to your requirements and you will be shown how to operate and adjust all the controls.
- The contractor will take away your old wiring and dispose of it correctly.
Checking- The works will be checked, this is called "snagging". If any work is not up to standard, the contractor will come back, and they will put it right.
- Approval and handover - Property Clerk of Works will inspect your electrical system and if it meets their approval the work will be signed off.

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External Wall Insulation

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. However, internal access will be required:

- to complete the electrical work needed to wire up the new external lighting,
- if there is an existing gas flue that passes through the wall, this flue will need to be extended so that it can pass safely through the new EWI.

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Cavity 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' into 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.



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Access to your home Although the insulation works will be done from outside the contractor will need to gain access to your home. They may need to enter any loft space or solum and will temporarily tape up around windows and doors to reduce airflow and dust entering during the extraction process.

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Solar Photovoltaic Roof Panels

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 several 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.

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.



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

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.

Access to Your Home Most installation work will be undertaken externally but it will also be necessary to access the loft space and the meter cupboard to wire up the new Solar PV.

Solar Energy Diverter

A solar energy diverter, which acts as a hot water energy boost, will be installed at Solar PV upgrade. This will divert surplus energy from the Solar PVs to the top immersion heater in the hot water tank until the thermostat switches off when the maximum temperature is reached. This means that the hot water will be heated using free surplus energy during times when the PV panels are generating electricity.

This is new technology and we therefore have some homes already fitted with Solar PVs that don't yet have a solar energy diverter. We may offer the energy diverter upgrade to these homes at a future date.



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Old Electric Meters

If you have an old analogue electric meter, you may start to notice that it sometimes runs backwards. This might be when your new Solar PVs are generating surplus electricity that is flowing back to the grid OR it could also happen if the meter develops a fault.

If this happens you are advised to immediately contact your energy supplier. Energy suppliers will take different actions, once they know that a meter is running backwards, but your supplier will be able to advise you about your home. For example, they may check for a faulty meter or decide to change your old meter to a modern Smart meter.

Please note that if you are a Sheltered Housing tenant, with a separate metered supply in your home, you only need to contact the Council, as we will deal directly with the energy supplier.

Future Maintenance of Trees

If there are trees growing in your garden they may, over years, become large enough to start shading the PVs from direct sunlight. You will be responsible for maintaining the size of the trees BUT you must not remove, chop down or destroy any bushes, hedges or trees without our written permission, (unless you planted them).



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Internal TV Aerials

The new PVs on your roof may weaken the signal to your internal loft TV aerial. TV aerials are a tenant's responsibility, and you would therefore have to look to your own aerial contractor to give you advice on how to rectify this situation, for example reposition the aerial or add a booster to the system. Neither the Council nor our contractors will be responsible for this.

Further Guidance

FREE impartial assistance and advice on all home energy issues, is available to you from Scarf on Tel: 01224 213005.

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Lead Water Supply Testing and Pipe Replacement

As part of our planned improvement works, we are testing water in those areas of Aberdeenshire where we believe there may be lead water supply pipes serving a home. This work is carried out to improve water quality and maintain safe services to the property.

Our contractor visits the home and quickly takes samples of water that they send away for analysis. If an unacceptable level of lead content is found in the water this indicates that the home has an old lead water supply pipe that needs replacing from the mains supply in the street to the stopcock in the home.

What Works Are Involved

Lead water supply replacement usually involves **both external and internal works**, and in some cases more than one visit may be required to fully complete the upgrade.

External works may include:

- Excavation to access and replace the incoming water supply pipe.
- Temporary disturbance to paths, gardens or hardstanding.
- Works carried out in coordination with Scottish Water where connections in the street or footpath are required.

Internal works may include:

- Installing new pipework inside the property, most commonly within the kitchen.
- Temporary removal or adjustment of kitchen units where access is required.
- Making good once pipework has been completed.

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Access to Your Home

You will need to allow access to both the inside and outside of your home for the works to be completed. We will give you advance notice where possible and explain what areas will be affected.

In some cases, access arrangements depend on the coordination of multiple trades and/or Scottish Water, so dates may be subject to change.

Noise, Dust and Disturbance

All upgrade works will cause some level of disturbance. In some properties, the water supply pipe may run beneath a **solid concrete kitchen floor**. Where this applies:

- Part of the concrete floor may need to be lifted to access the pipework.
- Breaking out concrete floors will be noisy and dusty while it is being carried out.
- Temporary loss of use of part of the kitchen may be unavoidable during the work.
- Contractors moving in and out of the home throughout the working day. They are expected to take reasonable steps to protect your home, including the use of dust sheets and basic cleaning on completion, however some disruption should be expected.

Every effort will be made to ensure the property is left safe at the end of each working day.

Timescales and Delays

Although we will provide an estimated programme of works, timescales can be affected by:

- The need to coordinate works with Scottish Water.
- Unforeseen issues discovered during the work, such as hidden pipe routes or solid flooring.
- Weather conditions or availability of specialist trades.



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We will keep you informed of progress and advise you if there are any changes to the planned programme.

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The Council's Assistance Package

We want to make sure you can enjoy the benefit of having your home upgraded. The Assistance Package is available on all HIP contracts.

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. Each Assistance Package will be assessed individually and a final decision will be taken once all the details of the case are known.

The package is a 'Handy Person' service that includes, (but only as far as is required to enable work to progress):

- Clearing 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 work 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.



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Alternative Accommodation (Decants)

In specific circumstances we may offer alternative accommodation to you while the work is being done in your home. This is called a ‘decant.’

Extra Help for All Tenants

If you are not approved for the Assistance Package, and you are having your kitchen upgraded, or your home is being rewired, the contractor will still be able to offer you FREE packing boxes to help you pack up and store smaller belongings before the work starts.

“Happy to help...if you need us.”

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Who do I contact if I have a Problem?

If you have any concerns or queries during the upgrade works, please speak to the contractor's Tenant Liaison Officer (TLO) or site agent, 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.

You can also speak direct to the Stock Condition Surveyor in Housing who would have made themselves known to you. You can also phone [03456 08 12 03](tel:03456081203).

What if I need to consider making a claim against the contractor?

All upgrades undertaken in your home will involve a level of disruption and disturbance and our contractors will always try to get things right but, there may be times when matters go wrong, and you may have to make a claim against them. If this happens you must make any claim directly against the contractor concerned, by contacting their Tenant Liaison Officer and or Site Agent, as the Council is not responsible for the actions or activities of any contractor even if they are acting on our behalf. If you make any claim to us, we will refer this to the contractor concerned. If no agreement is reached between yourself and the contractor, we may, (after we have asked the contractor to explain the reasons why), advise you to pursue the claim through your own insurance or alternatively, seek independent legal advice as to what courses of action are then open to you.

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Aberdeenshire Council's 'Zero Tolerance' Policy



Aberdeenshire Council, and our contractors, are committed to a policy of Zero Tolerance of aggression towards our employees. Conversations and visits with you will be terminated if the employee, dealing with you, believes that you were acting in a manner that humiliated, frightened or made them or a colleague feel unsafe or vulnerable.

Aberdeenshire Council recognises that problems arise from only a small minority of individuals. Often situations arise for genuine reasons, and these must be resolved quickly, professionally and sensitively for all concerned.

Please help us, by considering the feelings of the employees that are working with you or, unfortunately, it may not be possible for us to upgrade your home.

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No Smoking Policy



In line with Scottish legislation that guarantees people a smoke free work environment we cannot expect our staff and contractors to work in the homes of service users, or in communal areas, where they are exposed to tobacco smoke.

Although electronic cigarettes (vapes) are not covered by the legislation, they are considered the same as tobacco cigarettes in terms of Aberdeenshire Council's Smoking Policy. It is currently unclear what the medium and long-term health impacts are on people who actively or passively inhale nicotine or non-nicotine vapour.

It is therefore asked that you, other household members and visitors do not smoke, or vape nicotine or non-nicotine e-liquids, while a member of our staff or contractors are present. We would also appreciate if your home could be smoke and vapour free prior to your planned visit, and that the area where our staff or contractors will be located is adequately ventilated.

Should you not be able to provide this courtesy our staff or contractors have the right to leave your home. Thank you for your cooperation with this matter.

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Frequently Asked Questions

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. Neither our staff or contractors will ever ask you to make any payment to them for any reason in connection with your planned upgrade works or to carry out a survey of your home. If you are asked to make a payment, please do not do so, and immediately contact us and report the incident to the Police for investigation.

What will the contractor do before work starts?

The contractor, or the Council, will survey your home well before the works start. You will be provided with further information on what will be happening during the upgrade works.

If it is the Council that completes the survey and design drawings, the contractor will also then visit your home to review the plans and become familiar with the project.

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 to discuss final arrangements with you.

What time of day do the tradespeople arrive to start work?

Normal working hours are 8am – 6pm during weekdays. The contractor will not work weekends.

What disruption will there be?

Unfortunately there will be disruption when works are happening inside your home. Generally there will be some noise and dust created. We have tried to give you as much information as we can in each works section earlier in this document.

Will my garden plants and grass be protected?

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The contractor will take every care to temporarily protect your plants and shrubs but will not be responsible for any damage to them in the area of work. If you have any concerns about plants or shrubs then you may wish to consider relocating them before the works start. If any areas of grass are damaged during the work then, those that will not grow back, will be re seeded by the contractor.

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. Please be aware that a very small amount of gas, (oil in rare cases), or electricity will be needed to test and commission your new heating system at the end of the installation. No reimbursement will be given for this from either the contractor or the Council.

Can I keep some of my existing items and finishings?

If the upgrade is to go ahead, it would include the replacement of all finishings in line with the latest Housing Specification. As we only carry out full room upgrades, you would not be able to have a partial upgrade and keep some of your existing items or finishings such as ceramic floor or wall tiles, pine cladding etc.

Will the contractor fit my own tiles/ flooring or shower?

No. The contractor will only fit the flooring and other components that are part of the Council upgrade specification.

Will improvements I have made to my home be reinstated?

Some tenants may have improved their homes by fitting a shower screen, light fittings, outside tap, electric supply to a shed, cooker hood or a gas cooker etc.

If you have evidence that the item was installed with permission from Tenancy Services the contractor will look to include this in their design and carefully remove then reinstate those items as part of their works. However, any agreed re-install will be dependent on the age and condition of the item regardless of permission, as it may not meet current standards. Neither the Council nor the contractor will take responsibility for these items once re-installed as they will remain tenant's improvements.

If you do not have permission from Tenancy Services, then you would need to



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- organise removal of the item prior to upgrade works and then apply for permission after works are complete OR
- if not removed before works start, the contractor will remove and dispose of the item during the work. After completion of the works should you wish to reinstall the item you would need to apply for Tenant Permission, comply with the conditions of the permission, and organise and reinstate the item at your own cost.

Will the contractor explain to me how to work new equipment?

Yes, the contractor must train you on how to use any new ventilation system, heating system, communal entry door system, or Solar PV installation and leave they will also leave you the relevant Operation Manuals.

The Council's website has further guidance for tenants on understanding the technology in your home. This includes, ventilation systems, heating systems, Solar PV installations and more: [Energy efficiency: council homes - Aberdeenshire Council](#)

FREE impartial assistance and advice on all home energy issues, is available to you from Scarf on Tel: 01224 213005.

Will my home always be secure?

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

My curtains or blinds no longer fit?

We will not be responsible for the refitting or alteration of blinds, curtains or any other window coverings once your upgrade is completed. Sometimes, new window linings are needed, especially when bathrooms are upgraded, and this may mean that your old curtains and blinds no longer fit.

Will my rent increase?

If we are improving your home to have either a *full* heating system, a *fully fitted* kitchen a bath with an overbath shower or a *communal entry door system*, this will influence



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Aberdeenshire Council's Rent Assessment Scheme. If you don't already have these facilities, then the upgrades will increase your total rental points. A full heating system attracts 40 rental points, 10 more than a partial heating system and 20 more than a basic heating system. A fully fitted kitchen upgrade attracts 35 rental points, 10 more than a partially fitted kitchen and 15 more than a basic kitchen. Adding an over bath shower to a bathroom that doesn't have one now will attract 8 more rental points. Installing a communal entry door system for the first time attracts 10 rental points.

We will write to you again to let you know of any increase to your weekly rental charge and any changes will not come into effect until at least 28 days after the upgrades to your home have been completed.

Am I responsible for my new kitchen or bathroom floor?

Yes. You will be responsible for the new flooring once it is laid unless there is any defect that the contractor needs to put right within 12 months of the upgrade being finished.

Will there be a meeting for Sheltered Housing Tenants?

If you live in a Sheltered Housing Scheme or a Sheltered Linked Cottage, you will either be personally visited by the Council's Stock Condition Surveyor and the contractor or invited to attend a 'drop in' session at the Scheme. This will explain the works to you and 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 contact 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.

What about Health and Safety?

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



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If there is a gas supply in your home, the contractor may need to turn this off so there is no risk to you or them during the work. This safety measure could apply during any internal upgrade. You will be provided with temporary heaters for the time the gas is off.

What happens if Warranty Repairs are required?

Sometimes new equipment fitted as part of your upgrade may become faulty. If this happens the contractor will arrange a warranty repair with the manufacturer, e.g. a faulty electric shower etc. HOWEVER, as the manufacturer will contact you direct to arrange when the repair/replacement will be undertaken, it is very important that you provide access as arranged or you may be charged for a call out fee if they have to re-attend.

The new electric consumer unit (fuse box) keeps being tripped by an old appliance?

In a few cases old plug-in domestic appliances can sometimes trip the fuse on the new electric consumer unit that is fitted at a full rewire or kitchen upgrade. If this happens, then it will be the responsibility of the tenant to rectify the situation by buying a new replacement appliance. The fault is not with the new consumer unit.

My flat is in a block that also has some Owner Occupiers?

If your home is in a block of flats, there are some upgrades that we need to get the agreement of any owner occupiers in the block before the upgrades can take place. On some occasions it can be difficult reaching agreement with the owners. You will be told if that is the case, especially if this means planned upgrades cannot go ahead.

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Understanding Technology in Your Home

As part of our improvement works we may have done upgrades to your home, or installed energy efficiency equipment or technology.

New technology and equipment can be difficult to understand and use at first.

If you want more guidance then please also refer to the [Energy efficiency: council homes - Aberdeenshire Council](#) pages on our website.

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Our Promise

Aberdeenshire Council staff, our 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.

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Feedback

Please take part in our Tenant Satisfaction Survey about the work, as your feedback is 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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