



From mountain to sea

Tenant Guide

All Upgrade Works

May 2022



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

These works will be carried out as part of the Council's Housing Improvement Programme (HIP).

Contents

Introduction	4
Covid-19	4
Getting Ready	5
Kitchens	6
Bathrooms, Cloakrooms & Shower Rooms	10
Gas & Electric Heating	14
A New Gas Meter	18
A New Electrical Meter	19
Electrical Rewiring	20
Scaffolding Your Home	22
External Wall Insulation	24
Cavity Wall Insulation	25
Dormers & Porch Roofs	26
Roof Coverings & Roof Lights	27
Solar Photovoltaic Roof Panels	28
Windows	30
Doors, Steps & Handrails	32
Communal Entry Door Systems	36
The Council's Assistance Package	39
Who do I Contact if I have a Problem?	40
Frequently Asked Questions	42
Our Promise	44

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 within 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.

COVID-19

Tenant and contractor safety are the main priority.

All HIP works will be done strictly in line with current Scottish Government's guidance which may include social distancing, enhanced on site hygiene and the use of appropriate PPE. As the Government's advice can change, the contractor will let you know before they start work at your home exactly what precautions they will be taking and what assistance they will need from you, so that the works can go ahead safely. It is very important that all members of your household, including children and any visitors follow any instructions that the contractor gives you. This will help to keep you and the contractor safe.

On some occasions works may not be able to go ahead or may be interrupted. Examples would be if any member of the contractor's team develop symptoms of COVID-19, or if a household member develops symptoms or is self-isolating, or should more restrictions be imposed again by the Scottish Government.

Also, the ability of the council to carry out all the upgrades we have planned could potentially be affected during the HIP programme due to future decisions on budget constraints and spending levels, all of which are still under review because of the COVID-19 outbreak.



Introduction

Getting Ready

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. Any physical distancing restrictions because of COVID-19 may mean it takes longer for the team working at your home to carry out each upgrade. Also, the contractor is likely to need to work at your home on more than one occasion during the contract period, rather than doing all the upgrades at the same time.

Please look at the table below to get an idea of how many working days it is likely to take to complete each of the upgrades. These timescales do not include any extra time needed to upgrade your home, due to the contractor following COVID-19 guidelines. 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.

Work to be done	Working Days
Bathroom	5
Kitchen	8
Heating (Gas) - Boiler Only	1
Heating (Gas) - Full System	7
Heating (Quantum)	7
House Rewire	7
Doors	7
Communal Doors	7
Door Entry System	15
Windows	5
External Wall Insulation	20
Cavity Wall Insulation	5
Porch	5
PVs	3
Dormers	15
Roof Finish	15
Rooflights	2

You may also find that the contractor's work programme and the installation dates for your home need to be changed because some building materials, normally readily available

in Aberdeenshire, are in short supply due to global supply chain issues outside the council's control. We expect this disruption to continue for some time and are monitoring the supply of all components so we can take action 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.

We would ask for your co-operation to allow us to work at your home and for your patience and understanding due to the extra difficulties and challenges we are still facing because of COVID-19.

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. We have also asked the contractor to measure the whole of the inside of your home so they can prepare a 'whole house' drawing for our records. The contractor will visit your home just once to do all the surveys they need.

If you, or anyone living in your home has a disability or long term medical condition, you should discuss this with the surveyor or Tenant Liaison Officer 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. Also, you may have difficulty using your existing windows or the current access to your home may need to be adapted to meet 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

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

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.

Built-in cupboards and larders may be removed to create more kitchen space. The number of units you are given will depend on the size of your home and the space 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.



Kitchens

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 in order 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. The contractor will ensure that any cooker hood unit you have is included in the kitchen design, and that a top box is fitted, 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. 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 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 for lunch whilst the works are taking place.

During the Works

There will be some noise and dust will be 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.



During the Works (continued)

The sequence of works to be done by the contractor:

1. Prepare - Lay protective floor covering to protect your existing flooring on route to the kitchen.
2. Strip out - Remove the old kitchen and flooring. Built-in larders and cupboards removed.
3. 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. If there is a door to the outside from the kitchen, then an external bulkhead light will be provided to this doorway only.
4. Making Good - Carry out any plastering where required.
5. Install new kitchen and sink - installing your new kitchen and doing any other carpentry or alterations as needed.
6. Decorating - We will paint the walls, ceiling and woodwork. This may take a couple of days to allow for the coats of paint to dry.
7. Lay flooring - Where required plywood will be installed to provide a smooth surface prior to the vinyl being laid.
8. Finishing - finishing touches such as silicone sealant will be done at this stage.
9. Checking - The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
10. 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.

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.



Design Stage

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

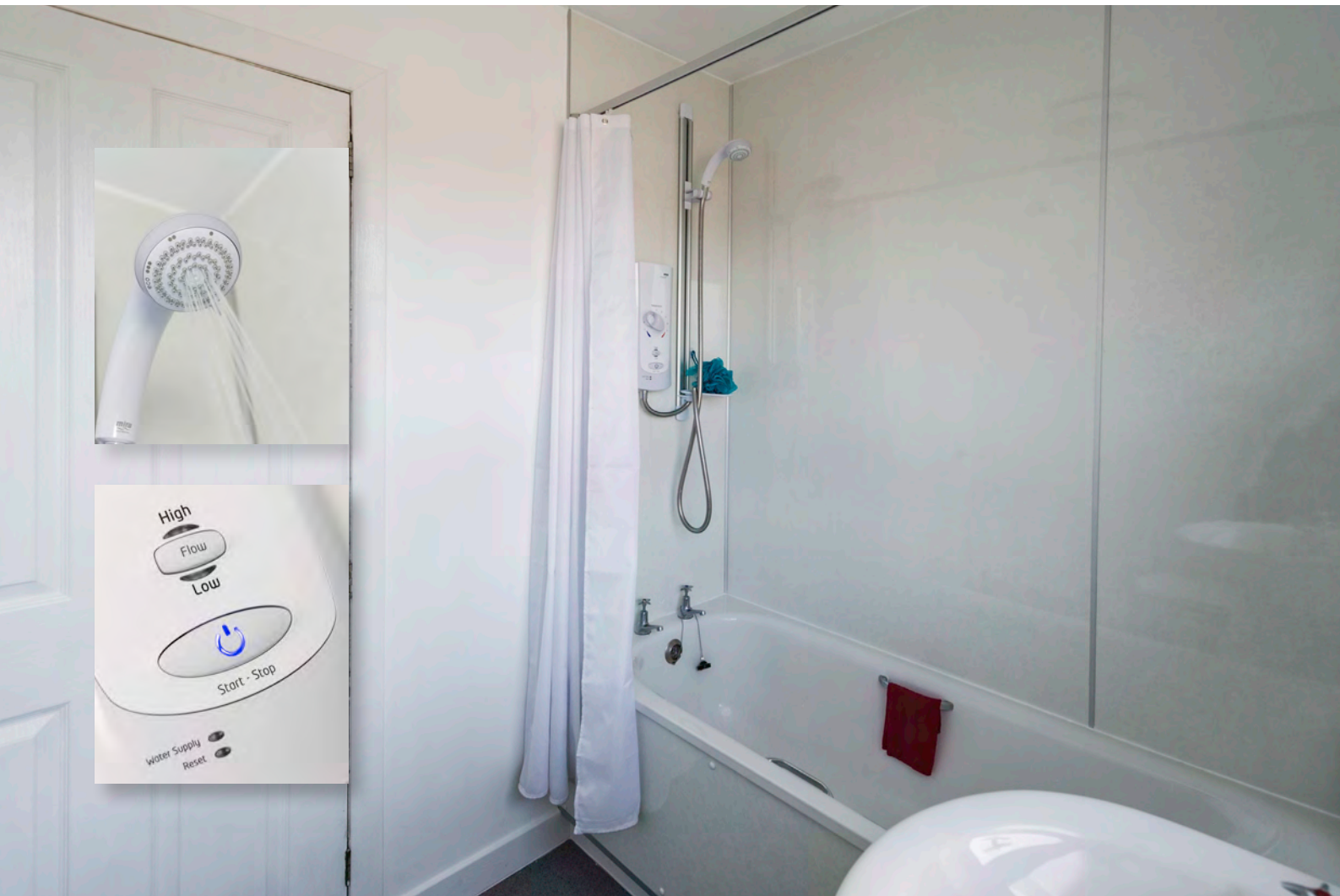
- Waterproof laminated wall panelling
- Vinyl flooring

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. 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, either a single storey house or ground floor flat, you will be offered a wet room upgrade, rather than having a new bath installed.



Bathrooms

Cloakrooms & Shower Rooms

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.

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. 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.

During the Works

There will be some noise and dust will be 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.



The sequence of works to be done by the contractor:

1. **Prepare** - Lay protective floor covering to protect your existing flooring on route to the bathroom.
2. **Strip out** - Remove the old bathroom suite, floor and wall coverings.
3. **Electrical work** - any wiring required for the new shower and extractor fan will be installed.
4. **Making Good** - Carry out any plastering where required.
5. **Fitting** - Installing the new laminated wall panelling and bathroom or shower suite and other carpentry as necessary.
6. **Decorating** - We will paint the walls, ceiling and woodwork. This may take a couple of days to allow for the coats of paint to dry.
7. **Lay flooring** - Where required plywood will be installed to provide a smooth surface prior to the vinyl being laid.
8. **Finishing** - finishing touches such as silicone sealant will be done at this stage.
9. **Checking** - The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
10. **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.

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 or oil, down the toilet.

Bathroom floor covering:

The floor is covered with vinyl that's 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.



Design Stage

A heating engineer will design your new heating.

Gas Heating

If you are having a new gas heating system 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 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 available on the Dimplex Website.



Gas & Electric Heating

Before the Works

You will need to:

- If you are having electric storage heaters or gas heating installed for the first time you will need to apply for a new electric or gas meter. Please look at the end of this section to see how to order your meter. Don't order the meter too early as once it is supplied, you will have to pay standing charges. You will have a better idea of when to order your meter once our contractor has surveyed your home. 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 ornaments etc from work areas to avoid accidental damage.

During the Work

There will be some noise and dust will be 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.

The sequence of works to be done by the contractor:

1. 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.
2. 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.



3. A new heating system will be installed. The details of this will vary, depending on the type of heating to be used.
4. The new heating and hot water controls will be set to your requirements and you will be shown how to operate and adjust all of the controls.
5. The contractor will take away your old heating system and dispose of it correctly.
6. Checking - The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
7. Approval and handover - The Council's Property Clerk of Works will inspect your heating system and if it meets 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 short 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 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.

After the Works

If your heating has been upgraded from electric to gas, 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.



Shire
COUNCIL
ing Repairs Team



A New Gas Meter

How to ask your gas supplier for a new gas meter

Step 1. Please locate your meter box.

The meter box is usually found outside and can be wall mounted or semi concealed in the ground (see below):



Wall mounted



Semi concealed ground

Step 2. Open the meter box. Is there a meter inside?



If Yes – you don't need to do anything more.
If No – please go to Step 3.

Step 3. Please locate the yellow label.



The yellow label is found inside the meter box. Please take a note of the Meter Point Reference Number (MPRN) which is the 6-10 digit number written along the middle of the label.

Step 4. Please contact your preferred gas supplier to arrange the installation of your new gas meter.

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

When you are ready to contact your preferred supplier please have your MPRN number to hand. If this is not available then your address including your Postcode can be given.

The gas supplier will ask what type of meter you wish installed (as below):

- Prepayment Meter – This is a prepaid meter which you pay for your gas upfront by using a Smartcard, which you top up with money at your local Post Office, PayPoint or Payzone.
- 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.
- The gas supplier will now give you an installation date and they will usually offer an AM or PM visit. .

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 Heaters

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. SSE are no longer offering their Total Heat Total Control (THTC) meters or tariff, so you need to check that your existing meter will work with storage heaters and with either an Economy 10 (E10) or Economy 7 (E7) tariff.

If You Do Not Have Storage Heaters

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.



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/>

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 electricity supplier is likely to offer you either an Economy 10 (E10) or Economy 7 (E7) tariff and meter. You MUST check with your supplier that the E10 or E7 they supply will definitively work with storage heaters. E7 allows you to use 'cheap rate' electricity, generally from 00:30 – 08:30 in the Summer (April to September) and 23:30 – 07:30 in the Winter (October to March). This is when you can charge your storage heaters.

E10 allows the electricity supplier to provide 3 separate periods of cheaper rate electricity during the afternoon, evening and overnight totalling 10 hours. You can charge your storage heaters during these times.

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:

1. 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.
2. 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.
 - 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.

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.
- 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, lamp shades and ornaments etc. from work areas to avoid accidental damage.



Electrical

Rewiring

During the Work

There will be some noise and dust will be 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:

1. Your existing electrical system will be modernised to current standards.
2. All light switches and sockets will be replaced and additional sockets will be provided if they are needed.
3. External bulkhead lights will be fitted to the main front, side or back entrance doorways BUT only 2 lights per property will be fitted, (even if there are more than 2 doors).
4. A new 'consumer unit' (fuse box) will be fitted and smoke alarms and CO Detectors will be replaced as required.
5. If any new controls are fitted these will be set to your requirements and you will be shown how to operate and adjust all of the controls.
6. The contractor will take away your old wiring and dispose of it correctly.
7. Checking- The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
8. Approval and handover - The Council's Property Clerk of Works will inspect your electrical system and



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 Clerk of Works 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



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.

Access to your home

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 Roofs

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 historically attract tariffs for power generation and electricity returned to the grid. These tariffs are generally 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

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.

Old Electric Meters

If you have an old analogue electric meter, you may start to notice that it sometimes runs backwards. If this happens you are advised to immediately contact your energy supplier. They will let you know what action they need to take.

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.

An old analogue meter might run backwards 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.

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.

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).

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.



Design Stage

A surveyor will need to visit your home to measure for the new windows. 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 double/triple glazed windows, with draught proofing, that comply with current Building Regulations.

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

Insulated window panels in lounges will be 'infilled' and insulated below cill level to improve the warmth and comfort of your home.

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



Windows

Before the Works

You will need to:

- Remove curtains, nets, blinds and any other fabric from around the 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.

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 offered assistance with the removal and refitting of curtains nets and blinds but not with alterations.

During the Works

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 window openings.

The sequence of works to be done by the contractor:

1. Prepare - Lay protective floor covering to protect your existing flooring on route to each room that has a window they are replacing.
2. 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.
3. Fitting & Making Good - Installing new window and carrying out any making good externally and fitting new timber finishings and cills internally.

4. 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.
5. Finishing- finishing touches such as silicone sealant will be done at this stage.
6. The contractor will take away your old windows and dispose of them safely.
7. Checking- The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
8. 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 you windows with warm soapy water or a propriety window cleaning product.

Do not use abrasives or scouring pads on glass as this may cause scratches to the surface.

Doors, Steps and Handrails

A surveyor will need to visit your home to measure for the new doors.

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

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, (Entry Guard) to

restrict the full opening of the door when needed.

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

Generally, the entrance steps to your home will be replaced and new ones built to comply with current regulations and handrails fitted/ replaced if needed.

Previously adapted graded pathways, steps and concrete ramps 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.



Doors

Steps & Handrails

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 ornaments etc 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 that Sheltered Housing tenants in linked cottages will be offered assistance with the removal and refitting of curtains nets and blinds but not with alterations.

During the Works

There will be some noise and dust will be created.

There will be some 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.

If existing handrails are to be replaced then temporary handrails will be fitted until the new handrail is manufactured and installed. New handrails have to be manufactured (and cannot be measured until the new steps are fitted) so the contractor will have to return, normally after several weeks, to fit the new handrails.

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:

1. Prepare - Lay protective floor covering to protect your existing flooring next to each door to be replaced.
2. New Steps - the old steps will be removed and new ones built. Installation can take 1 to 2 days.
3. 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.
4. Fitting & Making Good - Installing new door, carrying out any making good externally and fitting new timber linings internally.
5. 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.
6. Finishing - finishing touches such as silicone sealant will be done at this stage.
7. 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).
8. Return with handrails - Fit new handrail when manufactured.
9. Disposal - The contractor will take away your old door and dispose of it safely.
10. Checking - The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
11. 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.

19



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

Generally, the entrance steps outside your property will be replaced to comply with current regulations and handrails fitted/ replaced if needed.

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.



Common Entry Door Systems

Before the Works

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

You will need to:

- 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.
- 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 Work

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

There will be some noise and dust will be created. There will be some 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.

If existing handrails are to be replaced then temporary handrails will be fitted until the new handrail is manufactured and installed. New handrails have to be manufactured (and cannot be measured until the new steps are fitted) so the contractor will have to return, normally after several weeks, to fit the new handrails.

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





The sequence of works by the contractor:

1. New Steps - any old steps will be removed and new ones built. Installation can take 1 to 2 days.
2. 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.
3. Fitting & Making Good - Installing new door, carrying out any making good externally and fitting new timber linings internally.
4. 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.
5. Fitting internal intercom - The electrician will need access to your home to fit the intercom.
6. Finishing - finishing touches such as silicone sealant will be done at this stage.
7. 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.
8. Return with handrails - As any new handrails will need to be manufactured (and cannot be measured until the new steps are fitted) the contractor will have to return, normally after several weeks, to fit the new handrails. Temporary handrails will be fitted until the new handrails are installed.
9. Disposal - The contractor will take away the old doors and dispose of them safely.
10. Checking - The works will be checked over, this is called "snagging". If any works are not to standard, the contractor will come back and they will put right.
11. 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.

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. COVID-19 restrictions may mean that an Assistance Package can not be offered if the contractor's risk assessment does not permit this or if the cost of offering a Package becomes too high. Each Assistance Package will be assess individually and a final decision taken once all the details of the particular case are known.

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.

Extra Help For All Tenants

For all upgrade works to the inside of your home, short term, day time 'hospitality facilities', close to your home, may be offered by the contractor but only if it is possible for them to do so in line with COVID-19 guidance and restrictions.

If you are not approved for the Assistance Package, and you are having your kitchen, bathroom or heating 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”

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 Tenant Liaison Officer 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.

How do I make 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, 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. In the event that 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.

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.

**ZERO
TOLERANCE**

No Smoking Policy

Scotland has laws in relation to Smoking, the intention of this legislation is to save lives and prevent diseases caused by passive smoking.

Passive smoking is the breathing of smoke by other people in the vicinity of the smoker.

Our staff and contractors have the right to work in a smoke free environment, therefore we cannot expect them to work in homes of service users where they are exposed to tobacco smoke.

- It is therefore asked that you, other household members and visitors do not smoke while a member of our staff or contractors are present.
- It would be appreciated if your home could be smoke 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.



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.

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 will be created. We have tried to give you as much information as we can in each works section earlier in this booklet.

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.

What time do the tradesmen start?

Normal working hours are 8am – 6pm 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.

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.

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.

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. It will also very important that you follow all guidance and instructions about COVID-19.

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 works. This safety measure could apply during any internal upgrade. You will be provided with temporary heaters for the time the gas is off.

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.

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 Aberdeenshire Council's Rent Assessment Scheme. So, 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. The amount of rent you pay is updated in April each year and at present, each addition rental point would be charged at £0.21 pence per week.

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.

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

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

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.

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 manufacture, e.g. a faulty electric shower etc. HOWEVER, as the manufacturer will make contact with 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 attended.

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?

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

Will there be a meeting for Sheltered Housing Tenants?

If works go ahead in the Sheltered Housing Scheme or a Sheltered Linked Cottage where you live, you will be visited by the council's Stock Condition Surveyor and the contractor. They will explain the works to you, and also discuss if any special arrangements need to be put in place during the upgrades. The meeting will take place having regard to COVID-19 guidance in place at that time.

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 and you will be told if that is the case.

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

If you need a copy of this document in an alternative language or in large print or in Braille please telephone 03456 08 12 03

Jeśli chcesz otrzymać kopię tego dokumentu w innym języku, napisanego dużą czcionką lub w języku Braille'a, proszę zadzwonić pod numer 03456 08 12 03.

Ja Jums ir nepieciešama šī dokumenta kopija citā valodā, lielformāta drukā vai braila rakstā, lūdzu, zvaniet pa tālruni: 03456 08 12 03.

Если Вы нуждаетесь в копии этого документа на другом языке, укрупненным шрифтом или шрифтом Брайля, просим Вас позвонить по телефону 03456 08 12 03.

Prašau skambinkite tel. 03456 08 12 03, jei jums reikalinga j jūsų kalbą išversto dokumento kopija ar pageidaujate didelėmis raidėmis ar Brailiu.