

From mountain to sea

A Guide for Tenants

Upgrade works to windows, doors and common entry systems

October 2018



This booklet will provide you with important information on how we undertake work to upgrade windows, doors and common entry door systems and how these will affect you.

Contents

Introduction	4
Getting Ready	4
Allowing Access for Surveys	4
Asbestos	5
Windows	6
Design Stage	6
Before the Works	7
During the Works	7
How can you care for your windows	7
Doors, Steps and Handrails	8
Before the Works	9
During the Works	9
How can you care for your doors	10
Common Entry Door Systems	12
Design Stage	12
Before the Works	13
During the Works	13
The Council's Assistance Package	16
How Long will the Work Take?	17
Frequently Asked Questions	19
Our Promise	20

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.

Getting Ready

Allowing Access for Surveys

Please make sure that you provide access to your home when asked. Surveys need to be done before the works start. If you are also having works done to the inside of your home, we have 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 may have difficulty using your existing windows or the current access to your home may need to be adapted to meet your needs. You should discuss this with the surveyor or TLO who visits your home so that a referral to a Housing Occupational Therapist can be considered.



Introduction

Asbestos

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

Contents Insurance

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



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 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. Making Good - Carry out any making good externally and fitting new timber finishings and cills internally. Installing a new window and allowing for carpentry will take 1 to 2 days.

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 Inspector 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.

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 and 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. Making Good - Carry out any making good externally and fitting new timber linings internally. Installing a new door and the extra carpentry needed will take 1 to 2 days.
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.
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 Inspector 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 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 system

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. Making Good - Carry out any making good externally and fitting new timber linings internally. Installing a new door and the extra carpentry needed will take 1 to 2 days.
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 you home to fit the intercom. This will take 1 day to complete.
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 Inspector will inspect the new common entry door system and if its meet their approval the work will be signed off.



FOR ENTRY
PRESS HOUSE No. REQUIRED
AND WAIT FOR REPLY

40D



40C

40B



40A



SERVICE



The Council's Assistance Package

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

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

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

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

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

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

“Happy to help...if you need us”

How Long will the Work Take?

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

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

Work to be done	Indication of working days the upgrades will take
Bathroom, Doors	7
Bathroom, Doors, Heating (Gas) - Full System	9
Bathroom, Doors, Heating (Gas) - Full System, Kitchen	10
Bathroom, Doors, Heating (Quantum), Kitchen, Rewire	11
Bathroom, Doors, Heating (Quantum), Rewire	10
Bathroom, Doors, Heating (Quantum), Rewire, Windows	11
Bathroom, Doors, Kitchen	9
Bathroom, Doors, Kitchen, Windows	10
Bathroom, Doors, Windows	8
Bathroom, Heating (Gas) - Full System, Kitchen, Windows	11
Bathroom, Heating (Gas) - Full System, Windows	7
Bathroom, Heating (Quantum), Kitchen, Rewire, Windows	11
Bathroom, Heating (Quantum), Rewire, Windows	10
Bathroom, Kitchen, Windows	9
Bathroom, Windows	6
Doors, Heating (Gas) - Full System	8
Doors, Heating (Gas) - Full System, Kitchen	10
Doors, Heating (Gas) - Full System, Kitchen, Windows	11
Doors, Heating (Gas) - Full System, Windows	9
Doors, Heating (Quantum), Kitchen, Rewire	11
Doors, Heating (Quantum), Rewire	8
Doors, Heating (Quantum), Rewire, Windows	9
Doors, Kitchen	9

Doors, Kitchen, Windows	10
Doors, Windows	8
Heating (Gas) - Full System, Kitchen, Windows	11
Heating (Gas) - Full System, Windows	8
Heating (Quantum), Kitchen, Rewire, Windows	11
Heating (Quantum), Rewire, Windows	8
Kitchen, Windows	9
Windows	5
Communal Doors	7
Communal Doors, Door Entry System	15
Communal Doors, Door Entry System, Dormers, Roof Finish	15
Communal Doors, Door Entry System, External Insulation	20
Communal Doors, Door Entry System, External Insulation, Roof Finish, Rooflights	25
Communal Doors, Door Entry System, External Insulation, Roof Finish, Windows	25
Communal Doors, Door Entry System, Roof Finish	15
Communal Doors, Door Entry System, Windows	15
Door Entry System	15
Door Entry System, Dormers, Windows	15
Doors	7
Doors, External Insulation, PVs	20
Doors, External Insulation, PVs, Windows	25
Doors, PVs	7
Doors, PVs, Rooflights	7
Doors, PVs, Rooflights, Windows	7
Doors, PVs, Windows	7
External Insulation, PVs, Windows	25
External Insulation, Windows	25
Porch, PVs	5
Porch, PVs, Roof Finish	15
PVs, Rooflights, Windows	5
PVs, Windows	5
Windows	5

Frequently Asked Questions

What will the contractor do before work starts?

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

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.

What time do the tradesmen start?

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

Who will carry out the work?

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

Will the contractor use my electricity?

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

What about Health and Safety?

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

Will my rent increase?

Replacing windows and doors or common entry systems will not increase the rent you pay BUT if you are getting a common entry system for the first time then this is one of factors included in Aberdeenshire Council's Rent Assessment Scheme. If this applies to you we would have told you in the letter we sent to you with this booklet.

Who do I contact if I have a problem?

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

Will there be a meeting for Sheltered Housing Tenants?

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

Will my personal details be shared with anyone?

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

Our Promise

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

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

Keep you informed of progress and any delays.



Please take part in our Tenant Satisfaction Survey about the works, as your feedback is very important to us. Alternatively feedback can be provided to Aberdeenshire Council's Feedback Team:

By post

Feedback Team
Woodhill House
Westburn Road
Aberdeen
AB16 5GB

By email

feedback.team@aberdeenshire.gov.uk

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 į jūsų kalbą išversto dokumento kopija ar pageidaujate didelėmis raidėmis ar Brailiu.