

Frequently Asked Questions

1 What payment will I get for disturbance to decorations?

A Wakefield and District Housing (WDH) Project Officer will give details of the voucher schemes and the amounts that you will be eligible when they first visit you and as work commences. You will receive Decoration information at the choice event advising that there are two options, Dulux Vouchers or WDH Decoration Vouchers.

2 When can I expect to receive the Dulux vouchers/Decoration Vouchers, if applicable?

WDH Project Officers will arrange for vouchers to be issued to you before work is completed.

3 Will all rooms affected by improvement works be decorated?

No. Only the kitchen and bathroom, if all fittings are replaced.

4 Do I have to have the work carried out?

Tenants may choose not to have an element of work carried out unless it is a Health and Safety requirement.

Windows and Doors are mandatory therefore will be fitted where necessary.

5 Why am I not getting a new kitchen when others will be on another estate?

The reason will be that your existing kitchen already meets the required standard.

6 Will my rent increase if I have the work done?

No your rent will not increase simply because of improvement works.

7 How will my furniture and floor coverings be moved?

If you are able to do this yourself, you will be advised how to prepare before work starts. Should you require any assistance the contractor will help and take all reasonable care whilst handling your possessions. The Resident Liaison Officer will give further advice.

8 Will the contractor remove textured wall and ceiling coatings?

These will generally not be removed.

9 Will my kitchen appliances be fitted in the new kitchen?

Existing ovens, hobs and cookers will be refitted.

10 Why is my cooker not reconnected?

When tested the existing appliance has been found faulty and is unsafe to use, legally we cannot reconnect. You are responsible for its repair or replacement.

11 Will someone be in my house every day?

There will not be operatives in your property every day as the work goes on. The Resident Liaison Officer will keep in contact with you as work progresses.

12 How long will the work take?

Approximately six weeks. However this could vary subject to structural alterations where necessary.

13 Am I insured if I vacate my property during improvement works?

Where a tenant vacates their property for 30 days or over, they must inform their insurance company within the prescribed notice period.