

# bathroom information sheet

This Information sheet will help explain the works to be carried out in your home.

**Your choice of bathroom, this could be either a full or partial suite, this will be identified during the survey.**

**WDH are pleased to offer you a:**

- Bath with a shower above
- Wash basin and toilet
- Choice of wall tiles and floor coverings.

**Preparing for and during the work**

**Whilst we are working in your home, Keepmoat will:**

- Listen and respond to your needs
- Respect you, your home and belongings
- Minimise disruption and use dust sheets where appropriate
- Keep you informed at all times
- Provide adequate toilet facilities
- Provide hot running water for washing – bath and shower may be unavailable for a short period to allow for tile grout to dry
- Decorate your bathroom.

**We ask that you:**

- Remove all curtains and window coverings if in work area
- Clear ornaments and pictures from the work area
- Move flooring away from the work area
- Remove bathroom fittings, mirrors and cabinets.

When you are having a shower installed electrical works are required. This will not take long but you may be without power for a short time.

Your bathroom should be fully completed within 2 weeks but may take longer if you are having other major works carried out.

## **After your bathroom has been fitted...**

### **Once your bathroom has been fitted and decorated by Keepmoat, they will:**

- Inspect the work
- Provide an electricity check to ensure your bathroom is safe

### **Contact information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and sub contractors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door then please contact your Resident Liaison Officer.

### **Feedback / Customer Care**

Keepmoat and WDH value your comments:

Please take the time to complete your tenant satisfaction survey form.

You will receive a telephone contact sheet for any repairs or emergencies related to the work that Keepmoat have done in your home during the defect period.

**Keepmoat and Wakefield District Housing would like to take the opportunity to thank you for working with us to improve your home.**

# smoke alarm information sheet

A smoke alarm will be fitted in your home for your protection. It requires no batteries because it is powered directly from the mains. It costs less than 1p per week in electricity.

**The smoke alarm is sensitive to smoke and may also be set off by the following:**

- Burnt toast or burnt cooking generally
- Excessive dust (e.g. as a result of changing carpets etc.)
- Very strong paint fumes.

## **Looking after your smoke alarm**

Test weekly - Press the test button for at least 10 seconds, the alarm should sound and a red light behind the button flash. If connected to another smoke alarm then both alarms should sound.

**Regularly check to see that the green mains power indicator is on.**

Keep your smoke alarm clean - don't let dust and cobwebs build up, as they can cause false alarms or prevent smoke entry - refer to the user instructions.

## **Do not paint your smoke alarm**

Comprehensive user instructions are supplied with each alarm. You must familiarise yourself with them and ensure that they are kept handy for future reference. This note is an addition to, and not a substitute for, the user instructions.

## **Contract information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and sub contractors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door - please contact your Resident Liaison Officer.

## **Feedback / Customer Care**

Keepmoat and WDH value your comments:

Please take the time to complete your tenant satisfaction survey form.

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# re-wire information sheet

This Information sheet is designed to give you information on how your rewiring will be carried out in your home.

## Preparing for and during the work

### Whilst we are working in your home, Keepmoat will:

- Listen and respond to your needs
- Respect you, your home and belongings
- Minimise disruption and use dust sheets where appropriate
- Keep you informed at all times
- Help move flooring and furniture if you are unable to do it yourself
- Refit your own light fittings that meet current legislation.

### We ask that you:

- Remove all curtains and window coverings if in work area
- Clear ornaments and pictures from the work area
- Move flooring and furniture away from the work area – often a room at a time.

The work itself could take up to 2 days in total and will involve some re-plastering, the works may take longer if other major works are being carried out. It is recommended that the plastered areas are not redecorated for a minimum of 3-4 weeks to allow the plaster to fully dry out.

## What does the rewiring work involve

### The rewiring works may involve replacing:

- Electrical cables
- Sockets
- Switches
- Fuse box (consumer unit).

This work is for your long term safety and convenience. It ensures that you are protected from the added risks of fire, shocks etc. associated with old electrical cables. In addition, the new 'fuse box' (consumer unit) protects you from dangerous electrical shocks.

### **After the rewiring work**

#### **Once your rewiring has been complete Keepmoat will:**

- Inspect the works
- Confirm you are happy with the works.

### **Contact information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and sub contractors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door - please contact your Resident Liaison Officer.

### **Feedback / Customer Care**

Keepmoat and value your comments:

Please take the time to complete your tenant satisfaction survey form.

You will receive a telephone contact sheet for any repairs or emergencies related to the work that Keepmoat have done in your home during the defect period.

Keepmoat and Wakefield District Housing would like to take the opportunity to thank you for working with us to improve your home.

# kitchen information sheet

This Information sheet will help explain the works to be carried out in your home.

## **Your choice of Kitchen**

We offer a range of kitchen units, worktops, handles, wall tiles and floor coverings that we ask you to choose from.

## **Kitchen layout design**

The kitchen designer will contact you shortly to agree your kitchen layout. This visit will take approximately 45 minutes. By the end of this consultation you and the designer will have agreed a layout that you are both happy with. The designer will draw up the agreed kitchen layout, which they will use when fitting your kitchen.

## **Preparing for and during the work**

### **Whilst we are working in your home, Keepmoat will:**

- Listen and respond to your needs
- Respect you, your home and belongings
- Minimise disruption and use dust sheets where appropriate
- Keep you informed at all times
- Move any appliances or furniture that you are unable to
- Provide cardboard boxes for kitchen items
- Provide running hot water at the end of the day
- Provide cooking facilities at the end of the day
- Decorate your kitchen.

Your new kitchen should be fitted within 4 weeks but may take longer if you are having other major works carried out.

### **We ask that you:**

- Remove all curtains and window coverings if in work area
- Empty all cupboards and store areas
- Remove appliances where possible / safe to do so
- Clear ornaments and pictures from the work area
- Move flooring and furniture away from the work area

### **After your kitchen has been fitted...**

### **Once your kitchen has been fitted and decorated by Keepmoat they will:**

- Inspect the kitchen
- Carry out a gas and electricity check to ensure the kitchen is safe
- Confirm that you are happy with the finished kitchen.

### **Contact information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and sub contractors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door - please contact your Resident Liaison Officer.

### **Feedback / Customer Care**

Keepmoat and WDH value your comments:

Please take the time to complete your tenant satisfaction survey form.

You will receive a telephone contact sheet for any repairs or emergencies related to the work that Keepmoat have done in your home during the defect period.

**Keepmoat and Wakefield District Housing would like to take the opportunity to thank you for working with us to improve your home.**

# central heating information sheet

This Information sheet is designed to give you information on how your central heating will be carried out in your home.

## **Your choice of fire and surround**

We offer a range of both gas and electric fire packages. The electric fires come with a built in surround.

## **Central heating layout design**

WDH will survey your home to design the heating system your home requires.

### **The design will include:**

- Number and location of the radiators
- Location of wall mounted boiler.

The installation in your home is expected to take up to 5 days and details of start dates will be provided by Keepmoat nearer the time.

## **Preparing for the work**

### **Whilst we are working in your home, Keepmoat will:**

- Listen and respond to your needs
- Respect you, your home and belongings
- Minimise disruption and use dust sheets where appropriate
- Keep you informed at all times
- Help move flooring and furniture if you are unable to do it yourself.

### **We ask that you:**

- Remove all curtains and window coverings if in work area
- Clear ornaments and pictures from the work area
- Move flooring and furniture away from the work area.

## **WDH and Keepmoat are not responsible for damage caused by removing**

- Laminate flooring
- Foam backed or glued carpets
- Vinyl or linoleum floor coverings.

## **Contact information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and subcontractors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door - please contact your Resident Liaison Officer.

## **Feedback / Customer Care**

Keepmoat and WDH value your comments:

Please take the time to complete your tenant satisfaction survey form.

You will receive a telephone contact sheet for any repairs or emergencies related to the work that Keepmoat have done in your home during the defect period.

**Keepmoat and Wakefield District Housing would like to take the opportunity to thank you for working with us to improve your home.**

# windows and doors information sheet

This Information sheet will help explain the works to be carried out in your home.

## **Your choice of front door**

We offer six door choices in six colours that we ask you to choose from (the colour chosen applies to all doors replaced).

## **Preparing for the work**

### **Whilst we are working in your home, Keepmoat will:**

- Listen and respond to your needs
- Respect you, your home and belongings
- Minimise disruption and use dust sheets where appropriate
- Keep you informed at all times.

### **We ask that you:**

- Remove all curtains and window coverings
- Clear ornaments and pictures from the window area
- Move furniture away from the window or door area.

## **What does the work involve?**

### **Your new windows and doors are:**

- Double glazed
- Energy efficient
- Secure
- Made with the most up to date technology
- Normally fitted in 1-2 days, if you are having major improvements or a large number of new windows this could take longer.

## **After the work is completed**

### **Keepmoat will:**

- Revisit your home to re-plaster after installation
- Inspect the completed work
- Check you are happy with the work - handover visit.

Please note that it is recommended that you do not decorate for 3-4 weeks to allow new plaster to dry out.

### **Contact Information**

All Keepmoat staff and sub contractors will carry an ID Badge. You should ask to see this before letting anyone into your home.

Keepmoat staff and sub constructors will also wear a uniform displaying the company logo.

If at any stage you have any concerns about who is at the door - please contact your Resident Liaison Officer.

### **Feedback / Customer Care**

Keepmoat and WDH value your comments:

Please take the time to complete your tenant satisfaction survey form.

You will receive a telephone contact sheet for any repairs or emergencies related to the work that Keepmoat have done in your home during the defect period.

**Keepmoat and Wakefield District Housing would like to take the opportunity to thank you for working with us to improve your home.**