



herefordshire housing

>People >Homes >Communities

Internal

Improvements



Creating quality choices for communities

Herefordshire Housing aims to provide properties that meet the Decent Homes Standard and fulfills both tenants' expectations and aspirations. This leaflet explains how we aim to carry this out.

Prior to any work starting

The Survey

The process of improving your home will start with a detailed survey carried out by either a Surveyor from Herefordshire Housing or by an appointed contractor. Each property will be surveyed individually to ensure it receives the work that is necessary to bring it up to the Decent Homes Standard. However, not every home will need the same work carried out, because each property is different. This means that your property may not receive the same work as that of your neighbour.

During the survey, our Surveyor will assess your existing kitchen, bathroom, electrical wiring and heating system and decide on the level of improvements necessary. Our Surveyor will then inform you of the proposed works needed and offer you any choices that are available.

We have our own Customer Liason Team who will support you through the improvement works. You can contact them if you have any questions or concerns.

Please make sure that you request and check the Surveyor's ID badge. Do not allow any one into your home if they do not have any identification.

Internal Improvements

Dependent on the survey results, your home will normally receive one or some of the following improvements:

Kitchen Replacement

At survey we will discuss and agree the layout of your new kitchen. We will produce a plan which will show the position and number of kitchen units, lengths of worktop and where your own appliances, such as fridge, freezer, etc., will be fitted within the kitchen. (If after the survey you decide to purchase new or additional appliances, for example, a new oven, please contact us so that we can ensure it fits within the design). We will leave you a copy of the plan.

We will also give you a choice of:

- Six colour choices for kitchen units
- Six colour choices for worktop finishes
- Six types of door and drawer handles
- Eight colour choices for wall tiles. These will be fitted into three rows of tiles above the worktop and six rows above the cooker.
- Three colour choices for vinyl floor tiles
- The full range of wall paints offered by our chosen paint supplier



Bathroom Replacement

Depending on the results of the survey, we will either offer you a full bathroom suite replacement, or where only one or two of the bathroom fixtures require renewal, we will replace these. This ensures that we provide the best value for money from our Improvement budget.

If you are to receive a full bathroom replacement, we will:

- Install a complete modern bathroom suite in white
- Offer you large bumpy white wall tiles with three coloured mosaic inserts. These will be fitted into two rows of tiles around the bath, we also fit tiles up to the ceiling to the end of the bath for a shower to be fitted and one row of tiles as a splash-back to the wash basin
- Give you a choice of five types of coloured mosaic inserts
- Give you a choice of three types of coloured vinyl floor coverings
- Give you a choice of the full range of wall paints offered by our chosen paint supplier

If we do not need to replace your full bathroom suite, we will replace any fixtures that do need renewal, such as wash basin, etc.

Electrical rewire

Following the survey a full electrical rewire is normally required. This means that our contractor has to carry out work in every room because all electrical cables, switches and sockets will be replaced. If it is established that your home only requires minor changes to improve the electrical system only these will be completed. The Surveyor will discuss this with you at the time of the survey.

When the work commences you will have the choice of having either the electrical cables hidden within the walls, (chased in), or placed within plastic conduits that are fixed to the surface of the walls (trunked). We fit all electrical switches at a height to match the Lifetime Homes Standard, which is as follows:

- Light switches height above floor 1200mm
- Sockets height above floor 450mm
- Consumer unit (fuse box) height above floor 1500mm, (where possible).

If you live in a property that has an upstairs, we will fit the cables within the floor void (where possible), which means that the floorboards, and floor covering will have to be taken up to lay the cables. We will re-fit your floor coverings. However, if you have laminate flooring, it is often not possible to re-use it. Please discuss with the Surveyor the options available to you if the laminate flooring cannot be taken up.

When the electrical installation is carried out we normally install additional electrical switches and sockets to each room of your home. These are as follows:

	Single sockets	Double sockets	Light fittings	Door bell
Kitchen/Utility	4	4	1	-
Dining Room	-	2	1	-
Living Room	-	4	2	-
Hallway	-	1	1	1
Landing	-	1	1	-
Clockroom/WC	-	-	1	-
Bathroom	-	-	2(*)	-
Main Bedroom	-	3	1	-
Other Bedrooms	-	2	1	-
Store room	-	1	1	-
External Front Door	-	-	1	-
External Rear Door	-	-	1	-

* shaver light

Heating installation

To improve your heating system we will either, install a gas central heating system - subject to the availability of a gas mains, or fit Electric storage heaters.

Gas central heating

When we install a gas central heating system we will either, replace the whole heating system including gas boiler, pipework and radiators, etc., or we will replace your gas boiler only.

The new boilers that we use are Condensing Boilers, which are both modern, efficient and should reduce your heating costs over time. In addition to this, all radiators, whether they remain or are replaced, will have thermostatic radiator valves fitted. This will enable you to control the temperature in individual rooms by setting the amount of heat given out by each radiator.

Electric storage heaters

If we replace your electric heating system we will fit new storage heaters, which are both modern and efficient, making best use of the Economy electricity tariff. All electrical wiring and the consumer unit will be replaced at the same time, ensuring your home is kept safe.

In addition we will also install where possible a solar hot water system. These solar panels are normally fixed to the roof of your home and use free heat from the sun to warm your domestic hot water. You can then use the immersion heater to make the water hotter or to provide hot water when solar energy is low or unavailable.

Finally, to improve the insulation level of your home, we will fit an additional insulation package. This will help to reduce costs further and will consist of, laying insulation into your loft space - subject to access, to a minimum depth of 200mm. If your home has a cavity wall we will, where possible, inject the wall with cavity insulation foam.

Disability Aids and Adaptations

During the survey it would be really useful to know if you need any minor disabled adaptations to your property, such as grab rails or lever taps or if you require a Major adaptation such as a walk in shower, or if you have requested a visit from the Occupational Therapist through your Doctor to assess your needs, please inform our Surveyor as we will try and undertake these adaptations at the time the improvement is completed.

Some major adaptations between £1,000 and £2,000 and works referred to the Local Authority for a Disabled Facilities Grant will normally only be given permission if the property is a ground floor flat or bungalow. There are exceptions to this depending on your family needs and you can discuss this with our Surveyor.

Carrying out the work to your home

During the Works - We will ensure that:

- You are given a start date and a completion date for carrying out the work
- Your home is left in a clean and tidy condition at the end of each working day
- You are given dust sheets to protect your furnishings and flooring.
- You are left with basic working essential services overnight
- We will respect your home at all times
- You have contact telephone numbers for both day time and out-of-hours emergencies

- We supply cardboard boxes (where required) which can be used to store possessions while the work is completed.

On completion of the Works

We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and find out if you are satisfied with the finished standard. Once both you and we are happy with the finished standard, the improvement will be confirmed as finished.

If you experience any faults following the improvement work, please contact us and we will arrange for an inspector to visit you.



Your obligations

While we carry out this work, we would be grateful if you could:

- Allow us full access during working hours to complete the works
- Pack away any valuable items
- Keep children out of harms way
- Keep any animals locked away
- Inform us immediately if you have any concerns

Timescale

The time taken to complete an internal improvement of a new kitchen, bathroom and re-wire from start to finish should be a maximum of 20 working days. (If there are further works required, such as, a new heating system, this may extend this timescale). This standard has been agreed by our Tenants' Service Review Group members and is monitored by us to ensure that the contractors keep to the agreed timescale.

General Information

If you wish to discuss our Improvement Programme or if you have any concerns during the work, please contact our Assets and Investments Team on 0300 777 4321. Alternatively, you can email us at info@hhl.org.uk.

Our office opening hours are:

Monday to Friday: 8.30am to 5pm

Phones: 8am to 8pm

Our address is:

Assets and Investments Team,
Herefordshire Housing Ltd,
Legion Way, Hereford, HR1 1LN.



If you require this information leaflet in Braille,
large print or audio format please call
0300 777 4321

Minicom users please call: **(01432) 378 487**

Versions in other languages 

Polish

Informacje na temat zasad wprowadzania ulepszeń w wynajmowanych nieruchomościach. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

Russian

Это - информация об улучшениях жилого фонда. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

Portuguese

Estas são informações sobre melhorias às propriedades. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

Lithuanian

Tai informacija apie pastatų patobulinimus. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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Head Office

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