



Major Works Questions and Answers September 2008

General questions

When will properties which did not get new uPVC doors with their uPVC windows be getting replacement external doors?

The current windows programme (which includes replacement of doors, fascias, soffits, rainwater goods and cladding) will take approximately 18 months to complete. When we have completed this programme, we will go back and replace doors, fascias, soffits, rainwater goods and cladding that were missed off in previous programmes.

Should all properties be rewired every twenty five years?

The recommended replacement programme for electrical wiring is 40 years for the wiring and 30 years for the consumer unit.

Are empty properties being fitted with new kitchens and bathrooms?

This will depend on the condition of the kitchens and bathrooms when they become void.

How much notice will we be given of works in our homes?

Tenants will initially receive a letter from Bracknell Forest Homes advising them that they are on the particular work programme for that year and what work will be carried out. Tenants will be advised which contractor will be doing the work. The contractor's Resident Liaison Officer will then make an appointment to meet with each tenant to discuss the works and any specific circumstances they may have. A date will then be agreed with the tenant for the work to start.

Will leaseholders have to pay anything towards the major works?

Leaseholders will only be asked to contribute to works which are to the structure of the building. Bracknell Forest Homes will not carry out any internal works to leaseholders' properties. When we are intending to carry out any work that will affect leaseholders, we will of course consult with them in the usual way.

Heating replacement questions

How many properties are having heating replacement in Great Hollands?

Initially we will replace all of the gas warm air units in Great Hollands, which is approximately 140 properties.

How many radiators will each property have when the heating is replaced?

This is calculated based on the size of each room.

Does heating replacement also mean hot water replacement?

Yes.

What sort of boilers will be installed?

This depends on the property and available storage space. All boilers will be condensing boilers (which are either combination or conventional) as this is now a legal requirement. Where warm air units are installed we will fit combination boilers in the smaller units and conventional boilers in the larger units if there is space for water storage.

What will gas consumption be like with combi boilers?

They will be more economical than previous boilers as they only heat water as it is needed.

Where will the central heating controls be?

This will depend where the boiler is sited and will be discussed with each individual.

Will there still be adjustable radiator controls and room thermostats?

Yes.

What sort of disruption is involved in heating replacement – will the floorboards be taken up?

Again this depends on the property – but will be discussed fully with each individual before installation commences.

Is it possible to have a power shower with a combi boiler?

It depends on the water pressure available and will vary from property to property.

What checks will be done on works when they are completed?

Bracknell Forest Homes has two in-house Clerks of Works who will be checking on the works. This is in addition to the contractors' own staff.

Kitchen and Bathroom questions

How were the 35 properties in the pilot scheme chosen?

The properties for the pilot were picked by the contractors based on the way they want to work. When the pilot properties have been completed, the contractors will continue to work across the estate in a logical way.

Will everyone get a new kitchen and bathroom? How will Bracknell Forest Homes decide who gets works done?

All tenants in Priestwood 1 and 2 should have had a survey to see if they need a new kitchen or bathroom and these customers will have all received a letter to inform them of this. As the improvement programme moves, surveys of each property will be carried out. If you want to discuss this letter or appeal the decision, please contact Christine Haines on 01344 382854.

Will all bathrooms be fitted with showers?

All customers will be offered showers over baths. Pumps will be installed to help with lack of water pressure if this is needed. Existing electric showers will be checked and if they are safe then they can remain.

If the Council put a new bath in, will customers still get a new bathroom?

This would need to be investigated on an individual basis; it would depend on the condition of the other sanitary ware in the bathroom.

What about floors in kitchens and bathrooms? What type will it be and will it be put on top of old floor tiles?

The flooring will be sheet flooring and there are several choices of colour.

Will plastering be done in kitchens and bathrooms?

Yes if required.

If tenants have put in extra units would they be replaced?

Yes within reason, but Bracknell Forest Homes would not replace units in utility areas. Each kitchen will be designed jointly with the kitchen designer and the customer.

Are baths being turned around?

They may need to be if taps are not currently against the wall or if it gives a better layout in the room.

How long will works take?

A kitchen and bathroom takes 15-20 days maximum.

A bathroom alone takes 10 days maximum.

A kitchen alone takes 15 days maximum.

Can customers say they don't want the works done?

Yes they can, unless it is a health and safety issue. If customers do not want the work done, we will ask them to sign a form to confirm this.

Can sinks and radiators be moved?

This would need to be looked at on an individual basis.

Can partial works be done if people have done some replacements for themselves?

Partial works cannot be done due to the Decent Homes Standard. If work is not done in the first five years it does not mean that it will never be done.

Is a larder possible rather than a wall cupboard?

No, there are none in the range although people can keep their larders if they already have them.

Can white goods be moved? (for example fridge, washing machine)

Anyone who is unable to move their own white goods can have assistance.

The contractor will ask the customer to sign a disclaimer.

How many workers will be in the property at a time?

Two in a day, seven overall.

Is everything left safe at the end of each day and what facilities will there be overnight?

There will always be cooking facilities and running water. In very exceptional circumstances if this was not possible, a cooker would be provided.

How long does the screed on the floor take to dry?

This could be as little as three hours and people will be informed.

Will baths be plastic?

No, baths will be made of enamelled steel.

Will tiling be from the floor to the ceiling?

Tiling will be to the ceiling along two sides of the bath.

Can bathrooms and toilets be knocked into one?

This has not been priced. It can be looked into and some tenants may need an assessment from an Occupational Therapist. The personal visit will highlight this.