



Internal Works Guide

Translation facilities

Bangali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরম্যাটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
Cantonese	本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。
English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
German	Sollten Sie dieses Material in einer anderen Sprache oder in einem anderen Format wünschen oder einen Dolmetscher benötigen, setzen Sie sich bitte mit uns in Verbindung.
Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 채택안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەستای ئەم بەلگەیت بە زمانیکی که یا بە فۆرمیکی که ههیه، یا بیویستت به مۆلێر جێم ههیه، تکایه به پێوەندیمان بیهو بهک
Mandarin	本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
Portuguese	Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਟ੍ਰਾਂਸਲੇਟਰ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਟਿਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਹੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو ہمارے مہربانی سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.

Introduction

Dear Customer

United Infrastructure (UI) will be carrying out improvement work to your home and block on behalf of Lewisham Council.

Before works begin we will need to carry out various surveys to determine the exact works required to each property and we will advise you accordingly.

Our customers are at the heart of everything we do and your needs are given the highest priority. UI is committed to working with Lewisham Council and their customers.

Prior to your work starting, your Resident Liaison Officer (RLO) will arrange to meet with you, to discuss the works and give you a team contact card.

If you have any concerns or questions, please contact your Administrator on 07792 226029. Alternatively, please email lewishamenquiries@unitedinfrastructure.com.

We hope that you find this booklet useful and informative and would like to thank you in advance for your support while we work towards improving your home.



Your link to UI and Lewisham Council

As the improvement works are being carried out in your home, your RLO will work closely with you, making sure you are kept informed and will always be on hand to answer any questions.

When work starts, you will be given a Meet the Team card with details of your RLO, who you can contact between 8.30am and 5.00pm on Monday - Thursday and 8.30am - 4.30pm on Friday. If you phone and your RLO is not available, please leave a message with your contact details, and they will call you back as soon as they can.

Emergency contact

If have an emergency relating to our work after 5pm, on the weekend or on a Bank Holiday, please call our emergency Out of Hours number 01322 660226.



Resident Liaison Officer duties

Our aim is to deliver the work, causing you as little disruption as possible and your RLO will be on hand to support you before, during and after the works.

Before the work starts your Resident Liaison Officer (RLO) will go through this customer information pack and make sure you fully understand what is going to happen and when.

Your RLO will also:

1. Carry out a customer profile (please see Data Protection Policy about what we do with your personal information)
 - This is to ensure your contact details are correct.
 - Identify any specific or special needs you may have such as health issues that could be affected by the work.
2. Carry out a photographic pre-condition survey
 - This is to make sure the condition of your home and possessions are recorded before any works start, this is to ensure we leave your home as we found it.
3. Pre-work surveys
 - An appointment will be made with you to carry out any required surveys before work start.
4. Discuss the extent of the works to your home and health and safety issues.
5. Establish points of contact.
6. One week before the work begins your RLO will give you a courtesy call to remind you of your start date and to check that the original arrangements are still ok. You will also get another courtesy call the day before the work is due to start.
7. Visit your home as required whilst work is in process to make sure that there are no outstanding issues.

Your RLO will be based on site between 8.30am and 5.00pm, Monday to Thursday and 8.30am - 4.30pm on Friday.

Health and safety

Help us to keep you safe

Building work can some times attract opportunist crime, in particular bogus tradesmen trying to gain access to your home.

We try to take every precaution to keep you safe and ask you to please be aware of our security procedures:

- All UI staff wear photo identification card, as shown in the picture (right);
- ID cards will be shown on every visit;
- All of our staff and subcontractors wear UI branded uniform;
- Our team will book any required pre-works surveys appointments. Once all the surveys are complete, access must be provided from the first day of work until handover.
- Do not allow anybody into your home without checking they have the correct identification. If you have any doubts about their identity, ask them to wait outside while you contact your RLO.



Keeping safe during the works

All UI operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home and, in particular, we ask that you do not turn the electrical supply on or off without letting us know while we are carrying out the works.

We ask that whilst the work is being carried out, that you do not enter any of the work areas and that these areas are kept clear throughout the work.

If you need access to any work area during the day, please ask one of our operatives first, or contact your RLO.

Key holding procedure

We will install a key safe facility on site, and implement a key safe procedure which tracks and logs the movement of keys every time they are used.

Other points to note

Once work commences in your home we will require access until the work is completed. (Monday –Friday).

All through we ask for constant access for the duration of works, you may not see an operative every day.

Works will be completed in stages and this will be fully explained to you during the pre condition survey carried out with you and the RLO before any works commence.



Before the work starts

In preparation for the work to begin, you will need to move your belongings away from the area we will be working in. If you need assistance in moving items then please let your RLO know and they will arrange for someone to help you. Please note that we cannot move any of your items without you being present. Valuables should always be moved to a safe and secure place.

Both parties should adhere to the agreed start date. However, should there be any delays, we will keep you informed. If you have any reason why work cannot start on the date given in the start letter or cannot continue on any given day, you must notify the RLO as soon as you know.



Customers' responsibilities

- Please allow us access as requested and agreed to enable us to complete the works to your home without delay.
- Please give us 24 hours' notice if you have to cancel an appointment to avoid delay in the works for you and your neighbours.
- Please treat all of our staff and subcontractors with respect and consideration.
- Please keep children and pets away from the work area for their own safety and to allow us to work effectively.
- Please do not leave children under the age of 18 alone in your home without adult supervision while we are working there*.
- Please let us know immediately if you have special health or medical problems that may be affected by the proposed work.
- Please keep all work areas free from obstruction.

*Our staff will not continue to work in your home when children are left unaccompanied as this may void our public liability insurance.

Kitchen refurbishment

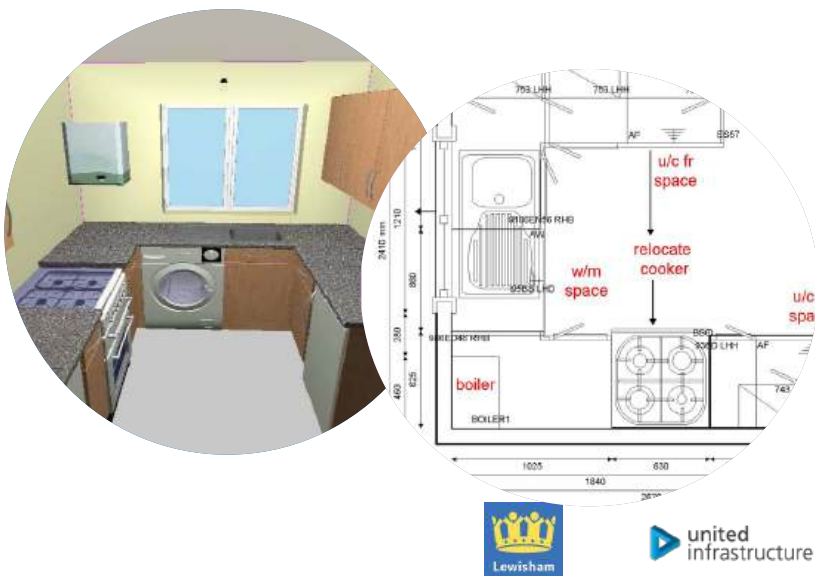
If you are having a new kitchen, the designer will plan your layout with you, allowing for your appliances and current health and safety regulations.

The designer will make sure you understand what is on offer and give you choices where ever possible. You will be shown samples to choose from of:

- Worktops
- Door fronts
- Handles
- Wall paint
- Vinyl flooring
- Wall tiles

Your choices will be recorded and we will produce a plan and a 3D picture of your kitchen. You will be given copies of these so that you can see what it will look like.

If you are happy with the layout we can then order your kitchen.



Before the work starts

The works in your home will normally take up to 15 working days to complete (Monday - Friday between the hours of 8.00am and 5.00pm). Though we ask for constant access, you may not see an operative every day, we are on a rolling programme and the different trades carry out the various types of work.

Both parties should adhere to the agreed start date. However, should there be any delays, we will keep you informed. If you have any reason why work cannot start on the date given in the start date letter or cannot continue on any given day, you must notify the Resident Liaison Officer as soon as you know.

Residents who cannot be home or do not have someone to receive our operatives, please leave a spare key with us. In order to arrange this please contact your RLO.

Health and Safety

At United Infrastructure all our operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home and in particular we ask that you do not turn the electrical supply on or off without letting us know while we are carrying out the works. for your safety please:

- Consider the area we are working in
- Let any visitors to your home know about the work we are doing
- Tell children the area we are working in can be dangerous and ask them to stay away from it
- Keep pets away from the area we are working in
- Try to keep access to the work area clear of obstacles.

Sequence of works

Your RLO will discuss the time frame for works at your pre-start appointment.



1. Prepare



2. Strip-out



3. Electrics



4. Make-good



5. New Kitchen



6. Tiling



7. Decorating



8. Flooring



9. Finishing



10. Checking



11. Approval



12. After the works

1. Prepare

Protect your existing flooring on route to the kitchen and relocate appliances.



2. Strip out

Strip out existing kitchen and floor (leave a temporary sink). Please note these works will be very messy and noisy. You will not be left without a cooker or sink overnight. During this process your gas will need to be isolated (switched off) to ensure everyone's safety, but this will be switched back on and certified at the end of the working day. Please ensure to use bathroom facilities (hot water) before works start as hot water will not be available until the end of the day.



3. Electrics

Re-wire electrics

Please note this is the noisiest and most disruptive stage as we will be drilling new holes in the walls for the new electric cables.

We may need access to your fuse board and other parts of your home to carry out these works.



Where possible we will run new cables in the walls, if it is not possible, we will cover cables in PVC mini-trunking.

You will experience loss of power for part of the day so these works can be carried out. We will let you know if it will be longer depending on how many rooms need rewiring.

4. Make good

Make-good, as required eg: plastering

Plastering can be required for small or large areas, this stage can be very messy.

Once the plastering is done we need to allow for it to dry before we can decorate.



5. New Kitchen

Install new fitted kitchen and sink

Fitting your new kitchen and any other associated carpentry takes about 1-2 days. Please ensure you have sufficient drinking water.



6. Tiling

In your kitchen, we will tile to a height of three tiles above worktop surfaces. Behind your cooker we will tile down to the skirting board.



7. Decoration

This stage can produce some dust as we prepare the walls for painting.



8. Flooring

This is done in two stages. First a latex levelling compound is laid. This takes 4-6 hours to dry so you will not be able to access the room at this time. The second stage is laying your chosen vinyl flooring.



9. Finishing

Finishing touches such as silicone sealant will be done at this stage.



10. Checking

The works will be checked over, this is called 'snagging'. If any additional works need to be done, we will come back to put it right.



11. Approval and Handover

We inspect your home and if you are happy it meets the agreed specification, we will sign the works off.



12. After Handover

Twelve months after works have been finished your home is in a 'defects' period. During this time, if something goes wrong please call us and we will come and carry out the necessary repairs.



Getting ready for kitchen improvements

- Completely clear the kitchen of all belongings
- We will provide packing boxes upon request
- Relocate appliances for the duration of work (help provided if needed)
- Keep essential, everyday items to hand
- Move your kettle and microwave into the living room for cups of tea and lunchtime snacks (ensuring child-safety at all times).

The first week is always the most difficult, especially if you have a family.

Your Resident Liaison Officer will let you know when you can start to fill your new kitchen cupboards if this will help ease congestion.

Don't worry - We will ensure that at the end of each working day, you will have: water for cooking and washing, electricity and toilet facilities.

We hope you enjoy your new kitchen for years to come



Note on appliances

Work does not include new appliances, also please note faulty appliances will not be reconnected.

If you are planning to buy any new appliances you must inform us at the kitchen design appointment so we can accommodate them in the layout, as this cannot be changed.

Before work starts, your RLO will carry out a conditions survey of your property, including your appliances.

It is up to you to read the manufacturers instructions regarding moving your appliances, however in circumstances where you request it, we will move your appliances, under your supervision.

We recommend that new appliances are installed by the manufacturers approved fitters, to ensure the warranty is valid.

We advise against refitting any appliances during the refurbishment work as this may increase the risk of movement damage. However, if you request appliance to be reconnected for weekend use, no claim can be made against United Infrastructure or Lewisham Council for any damage.

Your cooker and dishwasher will be disconnected, for the duration of the works.

Fridges and freezers should be relocated away from the work areas, for the duration of the kitchen works, to reduce the risk of damage. **It is your responsibility to ensure power is supplied to these appliances and plugged in again after being moved.**

Caring for your new kitchen

Your home has been fitted with High Performance Kitchen Furniture. They have been designed and manufactured to the highest standards and with simple Care and Maintenance will provide you with many years of service.

Please take time to read these instructions as they are designed to ensure you get the very best from your kitchen.

Kitchen units

Do not use polish, bleaches, scouring powders, multi – surface cleaners or abrasive pads on laminate surfaces. A damp cloth with soapy water will clean off most spills. Concentrated juices corrosive liquids or food colorants must be wiped off immediately.

Handles and trims

All handles and trims are sealed with a protective lacquer and should only need cleaning with a damp cloth. They may occasionally be lightly polished with a high quality furniture polish. Solvents should NEVER be used.

Hinges and drawer runners

Periodically inspect and re-tighten any securing screws to runners and hinges. Clean away any fluff or dirt from any moving parts to ensure smooth operation.

Drawer boxes

When necessary clean with a damp cloth. Do not use bleach, abrasive pads or scouring powder.

Wall units

Do not position any appliance which creates large amounts of heat or steam underneath a wall unit, e.g. kettles, deep fat fryers or steamers. Excessive heat or moisture can damage unit carcasses and doors.

Unit Interiors

Occasionally vacuum or brush interiors to remove any dust. Wipe clean using a damp cloth rinsed in warm water and a mild detergent. Wipe dry immediately do not allow water to stand, polish with a dry soft cloth a light spray of furniture polish which will help protect the interior.

Worktops

Although very hard wearing, a chopping board must be used at all times. Do not place hot pans or utensils directly on to the worktop always use a place mat or trivet. Wipe up any spillages immediately especially around worktop joints and the sink/hob. When cleaning, a damp cloth will clean off most spills; do not use bleach, abrasive pads or scouring powder. Corrosive liquids, food colorants and concentrated juices must be wiped off immediately. Very Important - Renew any sealant used to seal gaps between sink tops, tiles etc. as soon as it shows signs of breakdown.



Caring for your stainless steel sink

Regular cleaning using a cream cleanser such as 'Cif' on a soft cloth should be adequate to remove regular marks such as tea stains, grease and everyday limescale. Abrasive cleaners and scouring pads should not be used.

Limescale

Limescale build up, which occurs in hard water areas, can be removed with an appropriate lime scale remover and a soft brush.

Rinse the sink thoroughly after the lime scale has been removed.

Scratch marks

Stainless steel sinks scratch during normal use, but it becomes less noticeable with age. An appropriate stainless steel cleaner can appear to reduce scratches.

Heat

Excessive heat or flames will turn stainless steel blue or gold. This is irreversible, although some chrome or stainless steel polishes can lead to some improvement.

Brown spots or rust marks

Due to its composition stainless steel does not rust. However, if the surface of the sink is harbouring particles of rust from, for example, steel wool pads, then it may look like it has rusted. Rust particles can be removed using an appropriate stainless steel cleaner, followed by thorough rinsing and drying with a soft cloth. If rust particles are allowed to stand for any length of time permanent pitting may occur.

Caustic stains

Caustic substances, such as drain un-blockers can permanently mark the surface.

Dents

Do not drop heavy objects onto the sink bowl or drainer as it will dent. Do not lean on the draining board as it will dip or dent and water will pool.



Kitchen suite colour choices



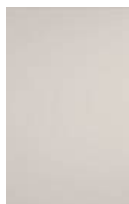
A. Oak



B. White



C. Urban
Grey



D.
Cashmere



E.
Richmond
Grey Oak



F.
Richmond
Pebble

Worktop choices



A. Pearl
Granite
RM



B Patmos



C. Cloudy
Cement



D. Black
Slate Satin



E. Walnut
Block



F. Granite

Kitchen handle choices



A. Satin
T Bar



B. Satin
Arched



C. Satin-
Mirtred



D. Satin
Tubular

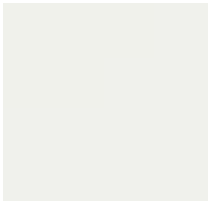


E. Satin
Dimpled



F. Broad
Arch

Kitchen paint colour choices



A. RAL9002
Ash Grey



B. 18B15
Magnolia



C. White

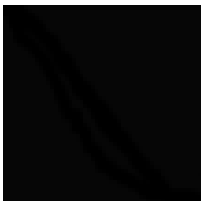


D. Blue

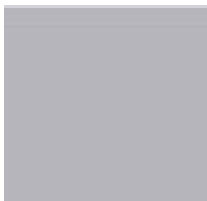
Kitchen tile choices



A. PRG1
White



B. PRG66
Black



C. PRG33
Bluebell

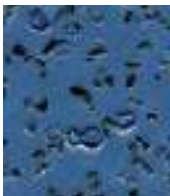


D. PRG24
Storm Grey

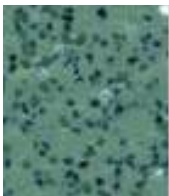
Kitchen flooring choices



A. 4520
Elmwood



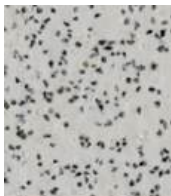
B. 4560
Storm Blue



C. 4110 AI
Pine Green



D. 4490
Twilight



E. 4540 Ash
Grey

Kitchen tap choice



Belmont Deck
Sink Mixer

Please note that all colours shown may vary to actual colours due to printing.

Getting ready for bathroom improvements

Please ensure you:

- Completely clear the bathroom and WC of your belongings
- Tell your RLO of any fittings, (such as shower screen, bathroom cabinet or towel rails) that you wish to retain so they are kept and put back when the work is completed
- Pack a toiletry bag with essential items for the duration of the work.

If you have applied, or need to apply, for your bathroom to be adapted, for reasons of health or disability, please tell your RLO straight away so that we can liaise with the appropriate agencies for you.

Bathroom and WC installation sequence of works

If you are having a new bathroom, all sanitary ware will be replaced with a new white suite, including a bath, a wash hand basin and a toilet.

Bathroom improvement includes some or all of the following:



1. Prepare



2. Strip-out & install



3. Electrics



4. Make-good



5. Tiling & redecorating



6. Flooring



7. Finishing



8. Checks & approval



9. After the works

1. Prepare

Protect your existing flooring on route to the bathroom.



2. Strip-out and install

Strip-out existing bathroom and install a new one on the same day.

Please note these works will be very messy and noisy.

You will not be able to use this room all day. you will not be able to use the WC during this time, but we aim to have your toilet working as soon as possible on the same day.



You will not be left without a toilet or washing facilities overnight.

3. Electrics

Please note this is the noisiest and most disruptive stage as we will be drilling new holes in the walls for the new electric cables.

We may need access to your fuse board and other parts of your home to carry out these works.



Where possible we will run new cables in the walls, if it is not possible, we will cover cables in PVC mini-trunking.

You will experience loss of power for part of the day so these works can be carried out. We will let you know if it will be longer depending on how many rooms need rewiring.

4. Make good

Make-good, as required eg; plastering

Plastering can be required for small or large areas. This stage can be very messy.

Once the plastering is done we need to allow for it to dry before we can decorate.



5. Tiling and decorating

Above your sink and bath three rows of tiles will be fitted.

Decorating

This stage can produce some dust as we prepare the walls for painting.



6. Flooring

This is done in two stages. First a latex levelling compound is laid. This takes 4-6 hours to dry so you will not be able to access the room at this time. The second stage is laying your chosen vinyl flooring.



7. Finishing

Finishing touches such as silicone sealant will be done at this stage.



8. Checks and approval

The works will be checked over, this is called 'snagging' if any additional works need to be done, we will come back to put it right.

We inspect your home and if you are happy it meets the agreed specification, we will sign the works off.



9. After the works

After the works have finished

Twelve months after works have been finished your home is in a 'defects' period. During this time, if something goes wrong please call us and we will come and carry out the necessary repairs.



Caring for your bathroom

Baths or shower trays, plastic toilet seats and plastic bath panels

- Clean immediately after use to stop a build up of dirt and scale
- Use soapy water, cream cleaner or multi surface cleaner
- Fix dripping taps to stop limescale build up
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use
- Minor scratches and abrasions can be polished out
- Never leave soap/shampoo pools as these can cause permanent stains
- Never light cigarettes/flames near acrylic/plastic as it can burn and melt.

Vitreous china (toilet and wash hand basin)

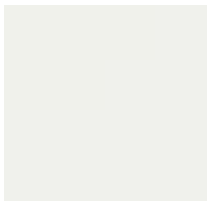
- Clean immediately after use to stop a build up of dirt and scale
- Use warm and soapy water, cream or liquid cleaner
- Fix dripping taps to stop scale and limescale build up
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use
- Do not put bleach in the cistern, this can damage the internal fittings. It is acceptable to use in the toilet bowl itself
- Never mix different cleaners in the toilet, they can react and give off poisonous gas
- Never leave strong cleaners or bleach in the toilet overnight.

Chrome fittings (taps, bath handles and toilet levers)

- Clean immediately after use to stop a build up of dirt and scale
- Clean with warm water containing a few drops of washing up liquid, rinse well immediately and dry with a soft dry cloth
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use.



Bathroom paint colour choices



A. RAL9002
Ash Grey



B. 18B15
Magnolia



C. White

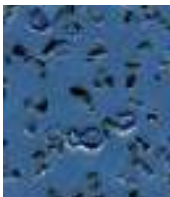


D. Blue

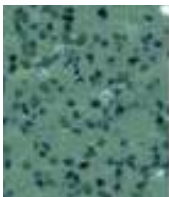
Bathroom flooring choices



A. 4520
Elmwood



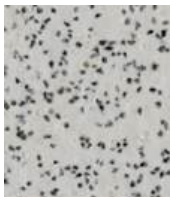
B. 4560
Storm Blue



C. 4110
Alpine

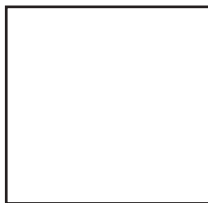


D. 4490
Twilight

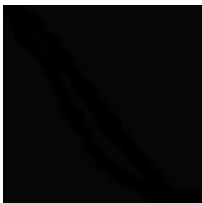


E. 4540 Ash
Grey

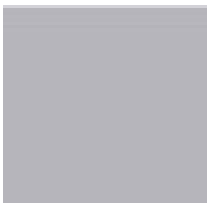
Bathroom tile choices



A. PRG1
White



B. PRG66
Black



C. PRG33
Bluebell



D. PRG24
Storm Grey

Bathroom fixtures choices



A Bathroom
Shower Mixer tap

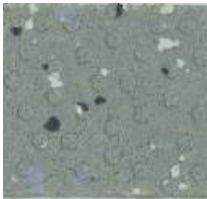


B. Wash Basin Taps

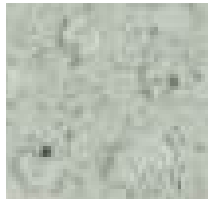


C. Wash Basin

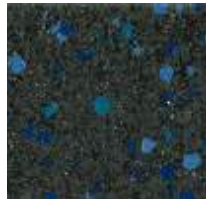
Bathroom OT floor choices



A. Tigris 4257



B. Colorado
4253



C. Black Volta
4255



D. Amazon
4252

Please note that all colours shown may vary to actual colours due to printing.

Electrics/Rewiring

An electrical upgrade could consist of some or all of the following:

- A modern consumer unit or residual current device (RCD)
- Heat/smoke alarms
- Extractor fan
- Minor electrical repairs
- Full rewire.

Your Resident Liaison Officer will let you know the extent of electrical works identified for your home.

Please note... New wiring will be pulled through existing conduit wherever possible or white mini trunking will be used, which will be surface mounted and kept to a minimum.

Unfortunately, if any of your own light fittings do not comply with current regulations they cannot be refitted as this would be against the law. The electrician will let you know. During re-wiring, you may have cables left uncovered overnight.

These will be safely secured and should not be tampered with. Don't worry – they will not be live! No redecoration works will be carried out but holes will be filled.

Condensation

What is it?

There is always some moisture in the air, even though we cannot see it. When that moisture is allowed to accumulate the atmosphere becomes saturated and condensation occurs. 'Humidity' measures the moisture in the air.

Problems often start in the bathroom or in the kitchen where steamy cooking and washing generate excess moisture, which condenses into water upon contact with cooler surfaces.

Severe condensation can cause rotting window frames, peeling wallpaper, mould growth and damp.

Solutions

Good ventilation in kitchens and bathrooms can help prevent condensation building up in the home.

Mechanical fans with humidistat sensors, which detect the moisture or 'humidity' level in the air, can maintain an automatic condensation control by removing moisture-laden air as it occurs and before it condenses into water.

The humidity sensor will start the fan automatically when the moisture levels rise and turn it off again when humidity lowers. Normally, the fan can also be turned on manually, which you might do when you are steam cooking or having a shower.

Do not switch off the extractor fan in your home.

Clear dust once a month.

Please read the instructions given with your extractor fans. Your Resident Liaison Officer can also explain and give a demonstration.

**Good ventilation
in kitchens and
bathrooms can help
prevent condensation
build up in the home**



RCD's explained

An RCD, or residual current device, is a life-saving device which is designed to prevent you from getting a fatal electric shock if you touch something live, such as a bare wire. It can also provide some protection against electrical fires. RCDs offer a level of personal protection against electrical fires that ordinary fuses and circuit breakers cannot provide.

How does it work?

An RCD constantly monitors the electric current flowing through one or more circuits it is used to protect. If it detects electricity flowing down an unintended path, such as through a person who has touched a live part, the RCD will switch the circuit off very quickly, significantly reducing the risk of death or serious injury.

Why is RCD protection important?

RCD protection can save lives by protecting you and your family from fatal electric shock, and can provide some protection against fire.

Every year in the UK around 70 people die and 350,000 are injured as a result of electrical accidents at home. A Government report also indicated that, each year, about 4,000 fires caused by electricity in homes might have been prevented if RCD protection had been fitted in the consumer unit. Despite this, more than half of UK homes – that's 13 million - don't yet have any, or an adequate level of, such additional protection.

Gas safety in the home

Gas leaks

Leaking gas can cause an explosion. If you smell gas or suspect a gas leak, report it immediately to National Grid on 0800 111 999 from a safe place.

- Turn off the gas supply at the main gas meter
- Open the doors and windows
- Do not switch anything electrical on or off, including the lights, as this could trigger an explosion
- Do not smoke, strike matches or light candles.

Carbon monoxide - The silent killer

About thirty people a year die accidentally from carbon monoxide poisoning related to gas appliances. A much larger number (over 200) suffer from the symptoms of carbon monoxide poisoning.

Carbon monoxide is produced by gas appliances which are badly installed, not maintained properly, or which do not have enough ventilation. It is invisible and has no smell or taste.

Remember the six main symptoms to look out for:

1. Headaches
2. Dizziness
3. Nausea
4. Breathlessness
5. Collapse
6. Loss of consciousness.

Carbon monoxide detectors

Various detectors exist which sense if there is carbon monoxide in the air - some change colour or set off an alarm. You can buy detectors from DIY or hardware stores. If you do buy a detector, make sure it has a label saying that it meets the standard: BS 7860.

Danger signs on a gas appliance

Your gas appliance may be unsafe if you notice any of the following signs:

- A yellow or orange flame instead of a blue one
- A pilot light which keeps blowing out
- Any part of the appliance has turned black or brown, or shows signs of scorching
- Signs of soot, a sooty or musty smell
- Increased condensation on windows.

Ventilation

All gas appliances need air to work safely. You should not block off any source of ventilation that helps a gas appliance to work properly. This includes any ventilation on the appliance itself, flues, ventilation grilles or air bricks - make sure these are kept clear.

Your responsibility

If you own any of the gas appliances in your home, it is up to you (rather than your landlord) to make sure they are safe.

Many aspects of gas safety may rely on others, but whether you are a tenant or an owner occupier. Some of these are in the gas safety regulations, the others are common sense.

Report gas leaks, and try to prevent the further escape of gas (for example by turning your gas supply off at the mains).

Don't use gas appliances that you know or think are unsafe.

Don't block any ventilation or flues needed for gas appliances to work safely.

Don't do DIY work on gas appliances or pipes. By law anyone doing gas work must be competent to do it safely. The easiest way to be sure of this is to only use a Gas Safe Registered Engineer

Diversity & Equality

Any discrimination against a person on the basis of disability, age, gender, sexual orientation, race, colour, or belief is unacceptable to us as we strive to provide the best possible services to all our customers regardless.

We respect an individual's culture and circumstances and, where appropriate, endeavour to identify and support customers with special needs.

We would really appreciate it if you would bring to our attention any special needs we may not have been aware of so that we can make every effort, where possible, to accommodate you.

In return we politely ask that customers respect the diverse and multicultural workforce we employ.

Supporting residents with additional needs

Because people are different, people have different things that they need help with. We want to make sure this help and support meets your individual or personal needs.

If you are vulnerable or have a disability we will be able to offer you:

- One-to-one consultations
- Help with packing and moving items (please contact your RLO)
- Daily RLO visits
- Language or translation support (in the case of non-English speaking households).

Customer Feedback

We always aim to offer a great service but like any organisation we can make mistakes. We are always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so we can learn from our mistakes and improve our service to you.

When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we would love to hear about it.

We'll make sure that member of staff is recognised.

If we get it wrong

If you are unhappy with the service you receive from us please let us know – Your RLO is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will do their utmost to support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

Should you feel your RLO has not been able to deal with your complaint, please contact the Senior RLO on 07834 431148.

Queries

If you are unsure about any of the works being carried out - or have any special needs that we should be aware of, please let your RLO know.

Complaints

If you wish to make a complaint, please contact your RLO in the first instance. We will keep your landlord fully informed as to our actions.

Letting us know how we're doing

We appreciate your feedback as it helps us make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

Customer drop ins

If you have a query or concern that you would like to discuss in person, a member of our team will be available for consultation between 8am and 5pm, Monday to Thursday and 8.00am and 4.30pm on Friday.



Alternatively, write, with full details and any supporting evidence, to:

Senior Resident Liaison Officer (D3)

United Infrastructure

Unit 3

2 Clyde Vale

Forest Hill

SE23 3JF

UNITED INFRASTRUCTURE
UNIT 3
2 CLYDE VALE
FOREST HILL
SE23 3JF



[Unitedinfrastructure.com](https://unitedinfrastructure.com)