

# Bathroom Standard

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## Overview of works

### How were the works identified?

The works to your property are identified via our Asset Management system. This identifies when the bathroom is due for replacement.

### Who will visit me?

A Supervisor from either our Planned Works Team or our contractors will visit your property to assess what is required and will carry out a survey.

### How will they feed into the planning of the kitchen?

They will create a specification of works which will be priced and will enable us to place an order for the works.

### What choices will I have?

There will be a number of elements that you choose for your bathroom. These will be the colours for flooring, tiling and wall paint. We may also arrange for an assessment for any specific aids and adaptations that may be required by disabled residents or those identified as being vulnerable.

### Do I have to have the works completed?

You can choose not to have the works completed unless they are deemed necessary for health and safety reasons. If you do refuse the works, we may ask you to sign a disclaimer via a refusal letter.

### What is in the bathroom specification?

The bathroom specification is prepared in order to replace the existing suite on a like for like basis. There may be changes to the specification if an assessment is required for any aids or adaptations or potential vulnerability. For example, if a shower is not already installed, we will not install one unless recommended by the Occupational Therapy assessor.

## PREPARING FOR THE WORKS

### What will I need to pack away before the works start?

You will need to clear all your personal effects prior to us attending as the first task will be to remove the old suite. We suggest you pack away as much as possible so as to leave a free working space. We will always try to leave you with hot water and washing facilities.

### Do I need to stay in my home while the works take place, and how long will the works take?

The tenant or an appropriate adult will need to give access and be in the property during the installation. As stated, we will try and make sure you have basic facilities at the end of each working day.

### How will the works affect me?

We will do our best to prevent the work impacting you, however these works can be noisy and create a lot of dust. We will provide dustsheets over the main walkways and your toilet will be accessible for most of the time, but may be out of action for a couple of hours whilst our contractor fits a new one. We will ensure all supplies are reconnected before we leave your home for the day. A bathroom renewal can take up to five working days subject to size and complexity. For example, a bathroom adapted following an Occupational Therapy assessment may take longer to fit.

### Can I keep my flooring and tiles?

This can be discussed at the design stage, but it may restrict design options in your new bathroom. It may also be the case that replacing flooring and tiles is unavoidable as they may be damaged when the existing suite is removed.



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# Decorations Standard

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## Overview of works

### How were the works identified?

Any decoration works required on your home would have been identified when repair works or surveys were being undertaken.

### Do I have to have the works completed?

Yes, these works will have been identified as necessary and must be carried out. It is our responsibility to ensure your home is secured and to a good standard.

### What will you be painting?

We will paint external decorations as we are responsible for these. If you live in a block we are also responsible for the communal decorations so we will also paint these areas.

### What is the specification for the works?

Doors will be redecorated to match existing finish and colour. In the case of communal doors, the majority colour choice will be adopted. Stonework will be reinstated in the existing colour. Rainwater goods will be cleaned or redecorated depending on the material.

### Do I need to stay in my home whilst the works take place, and how long will this take?

Scaffolding will be erected to your property before works take place. The contractor will speak to you when they visit to discuss access. Windows and doors will need to be left open at times to allow for the paint to dry. If you have home contents insurance, you will need to inform your insurer as may not be covered should you need to make a claim whilst the scaffold is up.

### Do I need to make any preparations before you start work?

To prepare for the works to your home, please make sure that climbing plants are removed. Please keep the outside of your property clear so we can easily access the walls. If you have a drive or parking space near the property, please move your car whilst works are taking place.



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# Electrical Standard

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## Overview of works

### Why are these works being carried out?

We carry out electrical tests on your property every five years to find out if any works need to be undertaken. We will carry out any urgent work before leaving your home, and any non-urgent work or full rewires will be booked in for a date convenient to you. We also carry out responsive electrical repairs where necessary and these works are scheduled in by our contact centre.

### Can I refuse the work?

No, these works are required to make sure your home is safe and must be carried out. It is our responsibility as your landlord to ensure your home is safe and well maintained.

### What do I need to do to prepare for an upgrade or rewire?

You may need to move furniture or items away from walls to leave space for operatives to gain access to all electrical points. Work can be done in stages, for example one or two rooms at a time, to minimise inconvenience. Our operatives will try and work with you on this.

### Can I choose the products that are used in any works?

No, this is not advised. We use good standard materials and standard materials make maintenance much easier. Any existing bespoke items will be replaced by our standard materials.

### Will I have to be at home while the works take place?

No, but we may ask you to sign a disclaimer form. We would rather you be at home when the works take place, but we acknowledge you may have work or other commitments. We will work with you to make sure that you are happy for us to be working in your property without you being present.

## REWIRING

### What is the electrical specification for the full rewire?

Our electrical specification complies with the British Standard (BS7671:2018) 18th Edition.

### How long will the power be off if you are rewiring?

If you are remaining in the property while works are taking place, a rewire may take up to four or five days depending on the size of your home. We can carry out rewires on a phased basis, meaning that you will be left with a temporary electrical supply at the end of each working day. If you require a constant electricity supply for medical equipment, please contact us on the details provided to discuss this.



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# Front Door Standard

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## Overview of works

### Who will visit me?

If you have been informed that you are getting a new front door, you will be visited by our contractor. During this visit they will talk through any choices and options. We will not always be able to supply a door in the material you want, but we will take your choice into account where possible. We aim to complete installation of doors and windows in one day.

### Do I have to have the works completed?

Yes, these works will have been identified as necessary and must be carried out. It is our responsibility to ensure your home is secured and to a good standard.

### What is in the door specification and what choices do I have?

We are looking to standardise fire doors, by which we mean doors that open onto enclosed communal areas. Where the door is not a fire door, you will have a choice of door numerals and cat flaps (if the tenancy allows for pets).

### Do I need to stay in my home whilst the works take place, and how long will this take?

The tenant or an appropriate adult will need to give access and be in the property during the installation.

### I have a cable running through my doorframe, will this be affected?

Providers such as Sky and BT sometimes use door and window frames to run cabling. We will try our best to reinstall these where we know about them. You may need to contract your service provider if we are unable to reinstall the cabling. We accept no responsibility for the status of this equipment.

### Do I need to make any preparations before you start work?

Any items on or around the immediate area of the door will need to be removed.



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# Kitchen Standard

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## Overview of works

### How were the works identified?

The works to your property are identified via our Asset Management system. This identifies when the kitchen is due for replacement.

### Who will visit me?

A Supervisor from either our Planned Works Team or our contractors will visit your property to assess what is required and will carry out a survey.

### How will the Supervisor or contractor feed into the planning of the kitchen?

They will create a specification of works to be undertaken, which will be priced and therefore enable us to place an order for the works.

### What choices will I have?

There will be a number of elements that you choose for your kitchen. These will be based on the colour scheme and design of your units. You will be able to choose the colour of the kitchen units and the type of handles, as well as worktop, flooring, wall tiles and decoration colours.

### Do I have to have the works completed?

You can choose not to have the works completed, apart from some works which are deemed necessary for health and safety reasons. If you do refuse the works, we may ask you to sign a disclaimer via a refusal letter.

### What is in the kitchen specification?

The kitchen specification is prepared in line with the kitchen plan which will be provided by the kitchen supplier. The design will be based on like-for-like replacements unless a re-design is required or considered more suitable.

### Will you replace any of my white goods?

No, all existing appliances whether built in or separate will remain after the works are completed. We will refit these as per the agreed design.

### Can I keep my flooring and tiles?

This can be discussed at the design stage, but it may restrict design options in your new kitchen. It may also be the case that replacing flooring and tiles is unavoidable as they may be damaged when existing units are removed.

## PREPARING FOR THE VISIT

### What will I need to pack away before the works start?

You will need to clear your cupboards prior to us attending as the first task will be to remove the old kitchen units. We suggest you pack away as much as possible so as to leave a free workspace. We will always try to leave you with a water and electrical supply to your kitchen at the end of the day so you are able to make a hot drink or to heat or warm food. Any disruption should only last for a maximum of 48 hours in most cases.

### Do I need to stay in my home while the works take place and how long will this take?

The tenant or an appropriate adult will need to give access and be in the property during the installation. As stated, we will try and make sure you have basic facilities at the end of each working day.

### How will the works affect me?

We will do our best to prevent the work impacting you, however these works can be noisy and create a lot of dust. We will provide dustsheets over the main walkways and reconnect appliances before we leave each day. You may be without cooking facilities during the day.



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# Roofing Standard

## Overview of works

### How were the works identified?

Any roofing works required on your home would have been identified when repair works or surveys were being undertaken.

### Do I have to have the works completed?

Yes, these works will have been identified as necessary and must be carried out. It is our responsibility to ensure your home is secured and to a good standard.

### What is in the door specification?

Due to the number of different styles and designs of roofs, it is difficult to provide an overall specification. We will aim to improve the thermal efficiency of your roof structure. We will also replace gutters and rain water pipes as well as fascia and soffits.

### Do I need to stay in my home whilst the works take place, and how long will this take?

Scaffolding will be erected to your property before works take place. The contractor will speak to you when they visit to discuss access, but it is unlikely that you would be required to stay in during this time. We may require access to your loft space at times during this work. If you have home contents insurance, you will need to inform your insurer as may not be covered should you need to make a claim whilst the scaffold is up.

### Do I need to make any preparations before you start work?

You do not need to make any particular preparations, although please note that if you live on the upper floors of your building there may be building noise between the hours of 8am and 5pm only. Contractors will keep noise to the absolute minimum. We also recommend you inform your home insurance provider of the proposed works. Where scaffolding is erected and satellite dishes need to be moved, the Contractor will arrange this. They will also make sure you continue to have necessary signalling during the works.



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