

This information is about improvements to council homes in Newcastle. If you need this information in your language your 'Liaison Officer', at your local site office, can arrange for you to speak to an interpreter. Or you can phone **0191 278 8633** to ask for a written translation. Phone **0191 278 8633** for Braille, audio and large print versions.

هذه المعلومات تخص التحسينات على المنازل البلدية (كاونسل هومز) في نيوكاسل. إذا كنت ترغب في الحصول على هذه المعلومات بلغتك، سيعمل "موظف الربط" في مكتبك المحلي على ترتيب تحدثك إلى مترجم. أو بإمكانك الإتصال على الرقم 0191 2788633 لطلب ترجمة كتابية.

এসব তথ্যাদি হলো নিউকাসল কাউন্সিলের বাড়ীগুলোর উন্নয়নের ব্যাপারে। আপনি এসব তথ্য যদি আপনার নিজের ভাষায় পেতে চান, তবে আপনি যাতে একজন দোভাষীর সাথে কথা বলতে পারেন, আপনার স্থানীয় এলাকার অফিসের 'লিঙ্ক অফিসার' তার আয়োজন করবেন। অথবা আপনি 0191 2788633 নাম্বারে টেলিফোন করে একটি লিখিত অনুরোধের জন্য অনুরোধ করতে পারেন।

本快讯介绍有关纽卡斯尔政府公房的各项改善工作。如果您需要以您熟悉的语言了解其内容，驻您当地办事处的“联络员”可为您安排口译服务。再者，您也可拨打电话0191 2788633索取本快讯的翻译版。

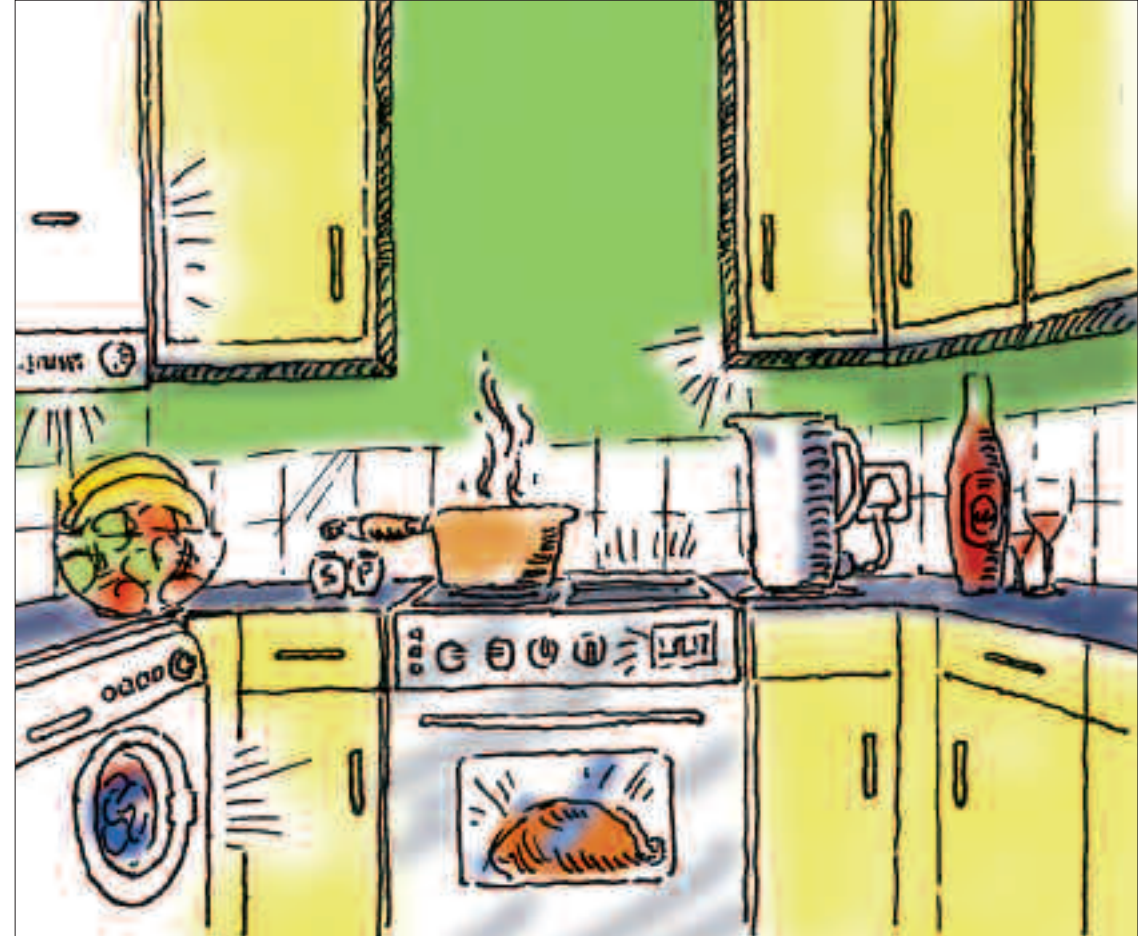
این معلومات برای یهودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور ارتباطی" تان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنید و تقاضای یک ترجمه تحریری را کنید.

Ces informations concernent les projets de modernisation des logements sociaux de Newcastle. Si vous souhaitez les obtenir dans votre langue, l'agent de liaison de votre bureau local peut vous faire rencontrer un interprète. Sinon, vous pouvez également téléphoner au 0191 2788633 et demander une traduction écrite.

यह सूचना निउकासल में काउंसिल के मकानों में सुधारों के बारे में है। यदि आपको इस सूचना की आपकी अपनी भाषा में जरूरत है तो आपका "लीएजान ऑफिसर" आपके लोकल साइट दफ्तर में, एक दूभाषीय से आपकी बात करवाने का प्रबन्ध कर सकता है। या आप 0191 2788633 पर फोन करके लिखित अनुरोध के लिये पूछ सकते हैं।

ਇਹ ਜਾਣਕਾਰੀ ਨਿਊਕਾਸਲ ਵਿਖੇ ਕਾਊਂਸਲ ਦੇ ਮਕਾਨਾਂ ਵਿੱਚ ਸੁਧਾਰਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤੁਹਾਡਾ "ਲੀਏਜ਼ਨ ਅਫ਼ਸਰ", ਤੁਹਾਡੇ ਲੋਕਲ ਸਾਇਟ ਦਫ਼ਤਰ ਵਿਖੇ, ਤੁਹਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇਕ ਦੁੱਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦਾ ਹੈ। ਜਾਂ ਤੁਸੀਂ 0191 2788633 'ਤੇ ਫੋਨ ਕਰਕੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਲਈ ਪੁੱਛ ਸਕਦੇ ਹੋ।

یہ معلومات نیوکسل میں کاونسل کے گھروں میں بہتری سے متعلق ہیں۔ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوں تو آپ کے "لی ایجن آفیسر" آپ کے مقامی سائٹ آفس میں، آپ کے لیے ترجمان کا انتظام کر سکتے ہیں۔ یا آپ تحریری ترجمہ کے لیے فون نمبر 0191 2788633 پر رابطہ کر سکتے ہیں۔



## **The kitchen in your home will soon be renewed**

This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the constructor's Liaison Officer during your home visit.

Your Homes Newcastle staff and the constructor's staff will all carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.

### **Why is this work being done?**

The kitchen units and work surfaces in your home are old, and you are likely to have fewer units than you need. In some homes the layout of the kitchen may be poor. We will look to see if we can improve this as part of the proposed work.

Please note that if your kitchen units are more than 10 years old, we will replace them with new units.

### **What work is involved?**

The existing kitchen units, sink and worktops will be removed. New kitchen floor and wall units will be fitted along with new worktops, sink and taps. We will also fit 3 rows of white wall-tiles above the new work surfaces.

We will also fit a ventilation unit to help reduce condensation in your kitchen.

If you have fitted your own tiles and you want to keep them, we will try to save them and fit any spares you may have as part of the work. If we can't, we will discuss it with you.

Any floor covering or tiles you have will be lifted and we will fit a new floor covering of coloured vinyl tiles, but it will become your responsibility to repair the floor covering in the future.

Your kitchen will be decorated on completion of work.

## **What choices will I have?**

We will give you a range of choices so that your kitchen will meet your needs.

We will offer you the choice of;

- At least 3 types of kitchen unit fronts
- A range of different-coloured worktops
- A range of different coloured floor tiles
- A choice of emulsion paint colours for the walls

We will design the kitchen around your existing 'white goods' (fridge, washer, cooker) where possible. We will try to take your views into account during this process, but we need to consider the safety and design aspects of the kitchen, so it may not always be possible to meet your exact requirements, such as cooker positions. If we can't, we will tell you why.

If you have a disability or other clinical need, our Occupational Therapist will be involved to incorporate any special requirements into your kitchen design.

## **When will the work be done?**

You will be informed in writing of the start date for the work in your area. Seven working days

beforehand, the constructor's Liaison Officer will tell you the actual date for starting in your home.

## **How long will the work take?**

Your kitchen replacement will normally be completed within a week.

The constructor and our Contract Surveyor will need access to your home for up to a further three days to carry out a final inspection and complete any remedial work.

## **What should I do before the work starts?**

The constructor's Liaison Officer will call about a week before the work is due to start and explain what you will need to do. The following preparations are normally required:

- Empty your kitchen cupboards and clear all worktops to allow easy access for the workmen
- Store safely all electrical items such as kettles, toasters, microwave ovens as well as ornaments. This will prevent any damage

- If your home has not been rewired recently and a new fuse-board is to be fitted, you will need to clear the area around your present fuse-board
- The constructor will disconnect your gas or electric cooker to ensure the work is carried out safely
- The constructor's Liaison Officer will advise you of any carpets, furniture or white goods, such as your fridge or washing machine, which need to be moved. This will prevent damage during the work. If you can't move furniture or carpets yourself because of your age, disability or ill health, please contact us. We will make arrangements for this to be done for you. The constructor will usually do this just before the work is due to start



### **What disruption will there be?**

You will still be able to get access to your home. The main disruption will occur in your kitchen. There will be some noise, and workmen will need to be in and out of your home many times. You will not be able to use your kitchen during the work and you will be without water for a short time while the plumbing work is done.

If a new electric circuit is to be installed in the kitchen, this also will involve cutting into your walls to make space for the new wiring and socket outlets. During the installation you will only be without power for a short time. As most heating systems rely on electrical controls, there will also be minor interruption to your heating.

The constructor will reconnect your cooker at the end of each day so you will be able to use it that evening if required.

The constructors will treat you and your home with courtesy and respect. They will use dust sheets, clean up any mess and pack away equipment at the end of each day.

The constructor must follow safe working practices at all times. So any broken fittings, piping and debris will be cleared away. The old materials will be removed directly from site or placed in a skip before removal from site. If you have any questions about the work, the constructor's Liaison Officer will answer them when he or she visits to check the work is completed.

### **Will my decoration be damaged?**

Any damage to your wall decoration will normally be put right when the new wall-tiles are fitted and emulsion paintwork done. All walls and ceilings will be emulsion painted. If you have fitted your own tiles and you want to keep them, we will try and save them and fit any spares you may have as part of the work. If we can't save them, we will discuss it with you.

### **Will I receive an allowance towards re-decoration costs?**

No decoration allowance will be given as your walls, ceiling and paintwork will be decorated.

### **How do I know the work is done properly?**

We employ independent Contract Surveyors who will make sure the work is completed properly and meets the standards required. The constructor's Surveyor will carry out inspections during the work and after it has been completed.

## Security

Because materials need to be brought in during the work, the front and back doors may be open for some of the time, but the constructor is responsible for your property during the work.

## Complaints and queries

If you have any queries or complaints about the work, please contact us on the following freephone numbers.

**0800 091 1255 (East area)**

**0800 091 1256 (Inner west)**

**0800 091 1257 (Outer west & north)**

### We want your views

After the work has been completed we will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in future.

