

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。

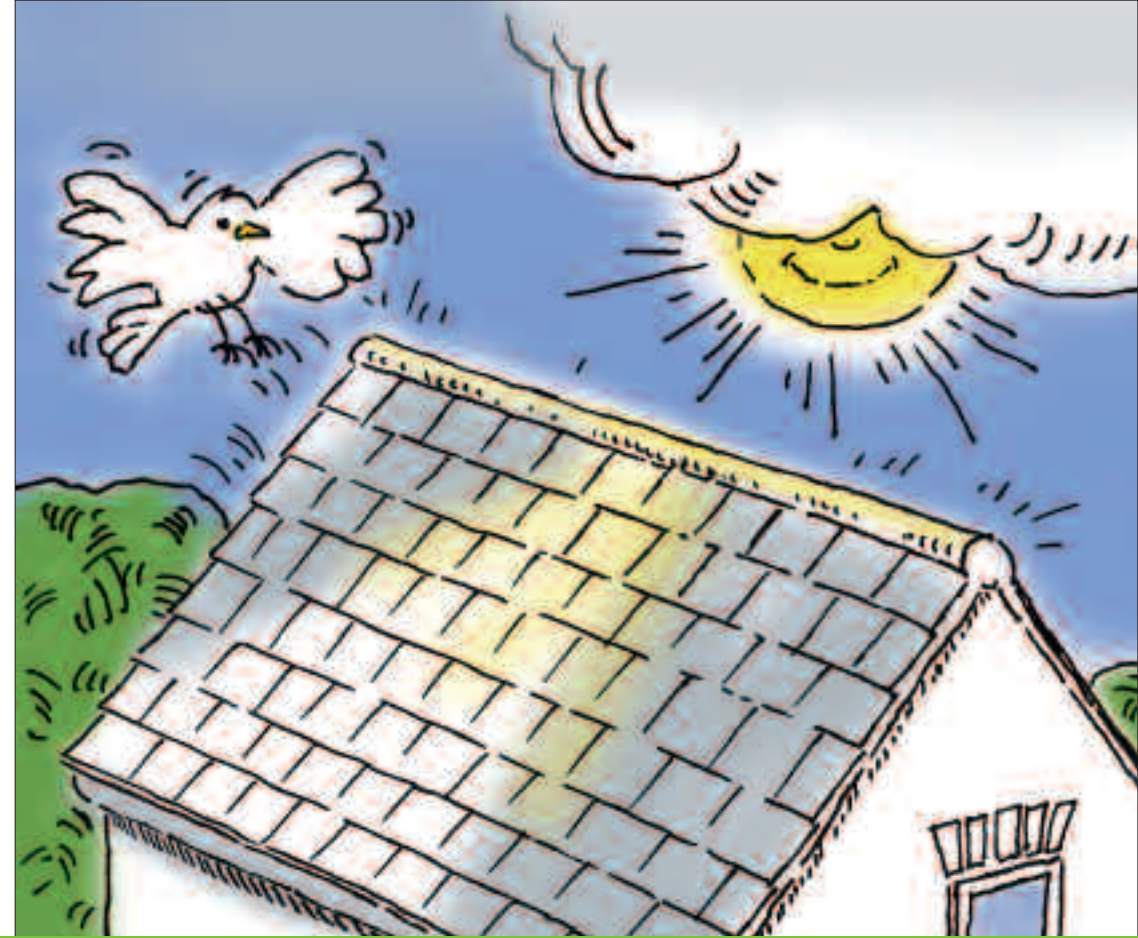
این معلومات برای یهودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور اترتیاتی" تان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنیید و تقاضای یک ترجمه تحریری را کنید.

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 "लीएज़न 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 آفسر" 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۔



## **Your home is soon to be re-roofed or have repairs to its roof**

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 roof covering (normally tiles or slates), guttering and downpipes are in poor condition. They will need repairing or the roof may need to be replaced to prevent water entering and damaging your home. Your roof may also be more prone to damage during high winds.

### **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?**

The work will normally take two to three weeks, depending on the weather, and the amount of work needed to your roof.

The constructor and our independent 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.

You will need to remove all possessions from the loft space in your home. You may need to move garden furniture, vehicles etc, away from the outside walls of the property to allow access for scaffolding.

### **What work is involved in repairing or replacing your existing roof?**

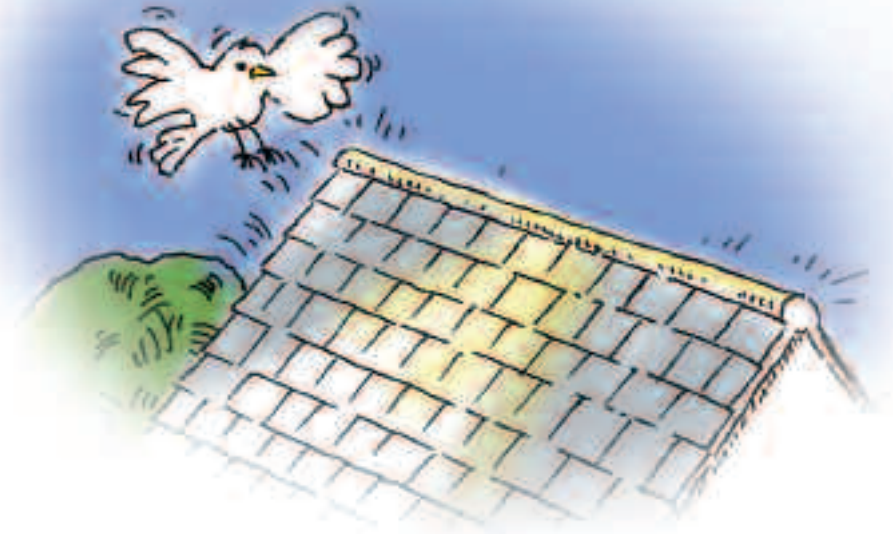
If your roof needs to be renewed, scaffolding will be erected around your home to enable the constructor to work on your roof.

The constructor will completely remove the tiles or slates on your roof and any timber battens and underfelt. At this point the existing roof timbers will be checked for soundness and signs of decay. It will take longer to complete the work to your home if the roof timbers need to be replaced.

When the original roof is removed, a waterproof felt covering will be fixed. This will ensure your home is wind and weather-tight while the new roof is fitted. It will normally take a day to strip each face of the roof i.e. front, back and side.

The guttering and downpipes will be removed and replaced after the roof work has been completed.

If your roof requires repairs only, it may not be



necessary for the constructor to fully scaffold your home. Repairs will be carried out just to those areas which need work.

The constructor will remove any old building materials or place them in a skip before their removal from site.

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

All the work will be on the outside of your home. You may be affected by some noise but this

should not be too loud or go on for too long. Access to your home should not be affected during this work.

The constructor has to follow safe working practices at all times. There should be no danger of any debris falling from your roof during the work.

Occasionally scaffolding can affect TV reception. It may be necessary to remove a satellite dish that gets in the way of the scaffolding. You will be told if this is a problem at your home. We will ensure that the satellite dish is refitted on completion of the work.

Your TV reception will be maintained throughout the work period, and your TV aerial will be refitted on completion of the work

### **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.

### **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 the future.

