



INVESTING IN THE FUTURE OF YOUR HOMES

This information leaflet is about the improvement works we will be carrying out to your homes. It contains photographs of the different stages of the improvement programme to let you know what to expect once the works start.

Rykneld 
HOMES
at the heart of communities



**North East
Derbyshire
District Council**



Welcome to the first of our newsletters designed to keep you up to date with the improvement and regeneration works to your home.

We appreciate this may be an anxious time for everyone and wish to reassure you of our commitment to work with customers and keep you fully informed every step of the way.

The project is a great opportunity for the Council and Rykneld Homes to secure a long-term future for your home. Although it will involve some disruption and inconvenience for customers – we definitely believe the end result will be worth it. We want our customers to enjoy living in good quality, warm and energy efficient homes now and for generations to come.

We have extensive experience of regenerating non-traditionally built properties – such as yours - which were not constructed using bricks and mortar. Non-traditionally built homes can be hard to heat and keep warm and many are now in need of structural repairs.

Our on-going regeneration programme has secured a long-term future for non-traditionally built Council properties across North East Derbyshire.

Schemes undertaken by Rykneld Homes and the Council, with support from the Government, has meant that almost 1,500 homes are now benefiting from improvement works.

The type of construction of your home is called an 'Airey' – which is made of concrete pillars and panels. In order to carry out the refurbishment of the properties we will need to work in your home for some of the time and there will be some disruption as we carry out internal structural repairs

In this newsletter you will find information about the work that will be undertaken to your home. By giving you the facts, we hope to prevent the situation where customers may be unnecessarily upset or confused by speculation of what is involved.

We also have a dedicated Community Liaison Team, that will personally visit all customers. In this way we intend to provide a regular flow of information that keeps you up to date. We will also include information on our website at www.rykneldhomes.org.uk



Customer Liaison team

Our team will be busy visiting customers throughout the improvement works, so please do not hesitate to get in touch if you have any concerns or queries.

What to expect

We have included here a breakdown of what kind of work will be undertaken to your homes during the improvement programme. This is to help you understand each step of the project and how this could affect you and your family.

Decoration

Any ceilings requiring making good will be decorated by our contractors.

Heating

We recognise that the planned works may impact on you needing to have your heating on for longer than you would normally. In recognition of this we will be offering a £25 per week payment from the start of the works through to the roof being completed.

Payments will be made where works are ongoing between 1st October to 30th April.

We will provide an upfront payment of £200 with the outstanding balance paid once the roofing works have been completed.

Your customer Liaison Officer will process the payments as soon as the works start.

Identification

All our staff and operatives will carry a photographic ID badge and wear high visibility vests whilst on site. You should not let anyone into your home without being shown an identity badge.

If you are in doubt about someone claiming to be working on behalf of SBS or Rykneld Homes, do not let them into your property. Please contact the Customer Liaison Officer immediately on 01246 217670.

Stage One



Works will commence with the first rows of panels being removed. The pictures show the structural block-work in progress.



Stage Two

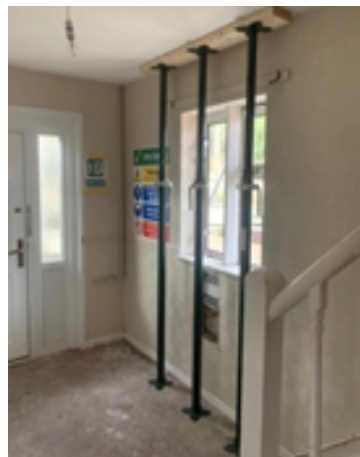
The structural block-work is then laid between existing concrete columns to lintel height, in preparation for the load transfer of floor joists onto the new load bearing block-work.



Stage Three

When we have to work inside your home, internal props will be put in place prior to fitting the new lintels. We will support you in moving your items, as required, and our Customer Liaison Officer will liaise with you.

The internal props will remain in place for a maximum of 24 hours before removal, with the exception of the kitchen, where they will be removed on the same day they are installed.



Stage Four

Back outside - the sections of the concrete columns are removed to accommodate your new lintels, prior to the installation of your new windows. The existing windows remain in place at this stage, to reduce any damage to your interior decoration and prevent excessive dust getting into your home.



Following works being undertaken at low level, we will now erect scaffolding around your home and ensure that access into and out of your home is maintained.



New lintels are now put in place and structural brackets are installed to all floor joists. This work will be undertaken externally.

There will be later works when we have to re-enter your home to carry out works to the gable end. These works will be undertaken over two days and will be disruptive.

We will be making good any internal damage to ceilings or floors as required.



Your new upvc ground floor double glazed windows will be fitted. These are fitted externally and any making good and sealing with be carried out inside your home.

The old concrete columns will now be removed. New upvc over cills will be fitted at a later date to all windows.



Stage Five

Stage five involves work to the roof of the property.
The work includes:

- Old roof stripped
- Chimney dropped
- New felt and wooden laths installed
- New lintels to first floor windows fitted
- Structural works completed
- New roofing tiles fitted



Stage Six

First Floor Window installation

Stage Seven

We will fit External Wall Insulation to the outside walls of your home.

- Insulation Boarding fitted to external walls
- Base coat render
- Spa dash finish applied
- Brick slip to front elevation fitted

Stage Eight

- The scaffolding will be taken down
- We will re-instate gates, fences, rainwater pipes
- Existing external lights reinstated

Stage Nine

- Snagging
- Site clearance
- Handover



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