



Planned Works

Planned works include individual property planned works and communal planned works.

Individual property planned works

- Kitchens and Bathrooms
- Heating and hot water
- Window and door replacements
- Cyclical decorations
- Roof replacements both flat and pitched and fascia and gutter replacements

Communal planned works

- Internal decoration of communal areas
- Fire alarm systems
- Lifts – refurbishment and replacements

The many types of planned works are explained below, and include the following information:

- What is included
- How long the work will take
- Customer choices
- Life cycles of components
- Consultation



Kitchens

Kitchen replacements cause inconvenience to customers. Customers are required to clear the kitchen of pots, pans, crockery, and other belongings before work begins. Items such as washing machines and fridges/freezers will need to be relocated within the property. Fridges and, or freezers will be relocated and connected to power so they can still be used. These relocations will be carried out by the contractor.

You will need to set up a temporary kitchen so that a kettle, microwave, washing up bowl, etc. can be used for the first couple of days to allow the kitchen to be fitted. As the washing machine will not be re-fitted for several days, customers are asked to ensure they do not have a backlog of washing to do. Customers are asked to keep out of the kitchen during working hours so that the contractor can finish the work as soon as possible.

The first couple of days are the most disruptive as the existing kitchen is removed and some building work is carried out for electrics and pipework. This means there will be a lot of noise, dust and general disruption.

After the first couple of days the new kitchen units, worktops and sink, tiling, electrical works etc are carried out, and the kitchen becomes more usable each day. Customers are asked to clear the kitchen at the end of each day after they have used it so that the contractor can complete the installation. One of the last operations is the fitting of the floor covering which will mean that, cookers, washing machines, fridges and freezers can be reconnected the following day and the kitchen is fully operational.

What is included in the new kitchen?

The kitchen replacement includes the following items:

- New kitchen unit's worktops, sink and taps and stopcock
- Space for fridge/freezer/cooker and washing machines
- Tiling above worktops and full height tiling to the cooker space
- Extractor fan – these are humidistat fans which run at low speed and then run at high speed to remove moisture in the kitchen, which is caused by cooking, washing etc.
- Replacement of the kitchen light
- Decoration of the kitchen area including walls, ceiling, skirting boards, radiator and the internal kitchen door
- Replacement of the kitchen flooring
- Replacement of the consumer unit – this will depend on the age and type of the existing consumer unit
- New electrical wall sockets including a USB charging twin socket
- New LED kitchen light
- Electrical test certificate – to ensure all electrical works have been completed safely



Kitchens

How long will the new kitchen and associated works take?

Kitchens are normally completed in 10 working days, if there are additional works such as structural alterations or extensive plastering this will take longer, and you will be advised.

Do customers have a choice of kitchen, tiling and flooring etc?

Yes, customers will be able to select different kitchen door fronts, worktops, tile, wall colours and flooring. These selections will be limited to the ones provided by Rooftop but mean that customers can choose their preferred style.

Life cycles

Kitchens are replaced on a 20 year cycle.



Consultation

As these works are very disruptive to customers there are consultation stages

Stage 1

Customers will be contacted some months ahead of the works and a pre-construction survey will be carried out by Rooftop to review the condition of the kitchen and record this. Rooftop will discuss and advise customers of the replacement process.

Stage 2

The contractor, Platform Property Care will contact the customer and arrange to undertake a full survey of the property with the kitchen supplier's designer. The customer will have input into the kitchen design and will be able to select a choice of kitchen door fronts, worktops, tile, wall colours and flooring. The customer will be given a design plan of their new kitchen.

Stage 3

Platform Property Care will contact the customer and agree suitable installation dates with them and book these in and confirm this in writing with the customer.



Bathrooms

These are disruptive works as customers' bathrooms will be out of use for a period of time. The WC will be fully operational at the end of each day. Customers will need to clear the bathroom of its contents and store them elsewhere in the property while the work is being carried out.

The first couple of days are the worst as the existing bath, WC, wash hand basin, tiles and flooring are removed, and pipework is altered and when required areas plastered. As a result, there will be noise, dust, and general disruption.

What is included in the new bathroom. The kitchen replacement includes the following items:

- New bath, WC, wash hand basin and taps
- New electric shower and shower curtain (optional)
- Tiled splashback to sink
- Full height tiling to the bath main wall and shower wall if a shower is fitted
- Perimeter tiling to the bath if no shower is fitted
- Extractor fan – these are humidistat fans which run at low speed and then run at high speed to remove moisture in the bathroom caused by washing and showering
- Decoration of the bathroom including walls, ceiling, skirting boards, radiator and the internal bathroom door
- Replacement of the bathroom flooring
- New LED bathroom light
- Electrical test certificate – to ensure all electrical works have been completed safely

Properties with a cloakroom will also have its existing WC and wash hand basin replaced. Cloakrooms without a wash hand basin will have a wash hand basin fitted if space allows. Cloakrooms will have similar other works carried out as per the main bathroom. Utility room WCs will not be replaced.

How long will the new bathroom and associated works take?

Bathrooms are normally completed in ten working days including the cloakroom.

Do customers have any choices of bathroom, tiling and flooring etc?

Yes, customers will be able to choose a different tile, wall colours and flooring. These choices will be limited to the ones provided by Rooftop but mean that customers can choose their preferred style. WCs wash hand basins and baths are chosen by Rooftop.

Lifecycles

Bathrooms have a 30 year cycle.

Consultation

As these works are very disruptive to customers there are a number of consultation stages.

Stage 1

Customers will be contacted months ahead of the works and a pre-construction survey will be carried out by Rooftop to review the condition of the bathroom and record this. Rooftop will discuss and advise customers of the replacement process.

Stage 2

The contractor will contact the customer and arrange to carry out a full survey of the property. The bathroom layout will usually be the same as the existing.

Stage 3

Platform Property Care will contact the customer and agree suitable installation dates with them and book these in and confirm this in writing with the customer.



Window and external door replacements

These works have a limited impact on customers, as the works are often completed within a day or two. In certain circumstances scaffolding will be needed, but customers will be advised of this in advance. Door and windows may be on different cycles so may not be replaced together.

Windows are replaced by a Fenestration Self-Assessment Scheme (FENSA) registered company which ensures that new windows and doors are compliant with current building regulations.

Customers will be required to clear window boards of any belongings and to pull furniture away from windows to allow the window fitter to gain access to the windows.

What is included in the replacement window and external door replacements?

Windows will be energy efficiency A-rated and fitted with adjustable trickle vents fitted to improve ventilation and reduce condensation.

Windows will be fully fitted which will include small section plastic trims where the internal face of the window fits against the internal room wall. The windows will be pointed in with mastic on the external wall.

How long will the new window and door installation take?

This is normally 1- 2 days per property.

Do customers have any choices of windows and doors?

No, Rooftop install windows and doors which have to comply with building regulations. These regulations will dictate the size and number of opening sashes.

Life cycles

Windows are replaced on a 30 year cycle.

Consultation

Customers will be advised by Rooftop that their property is in the programme for replacement at least a month ahead of the works. The window contractor will then contact the customer and arrange suitable dates with them to measure and then install their windows and doors and confirm this in writing.



Cyclical decorations

There are two types of cyclical decorations internal and external. Internal decorations are only undertaken on communal areas.

External decorations

External decorations are carried out on a 5 year life cycle, but the use of quality painting systems can extend this to seven or more years. Depending on the height of a property scaffolding may be required. A duration for external decorations cannot be given as this will depend on the extent of the works and weather conditions.

What is included?

External woodwork, and may also include decoration of rendered areas depending on its type. Fencing is not included.

How long will the work take?

This will depend on the property type, weather, and size of the building.

Do customers have any choices of paint colour?

Customers will have a choice of front door colours. These choices will be limited to the ones provided by Rooftop.

Life cycles

External decorations five to seven years.

Consultation

We will give customers at least two weeks' notice of these works, and this will include if scaffolding is needed.

Heating and hot water

We plan to carry out heating replacements outside the winter periods to reduce the impact of this work on customers.

How long will the new heating and or hot water take to be replaced?

For a straightforward boiler replacement one day, and three days if radiators are to be replaced. Hot water cylinder replacement one day. Electric Heating replacement one day.

Do customers have any choices of boilers, hot water cylinders, or electric heating?

No, Rooftop selects the type of boiler, electric heater and cylinder suitable for the property.

Life cycles

15 years for gas boilers and hot water
Electric heating 20 years

Consultation

We will advise customers if we plan to replace their boiler or heating one month prior to the contractor contacting them. The contractor will contact the customer to make a convenient appointment.



Roof works: (including flat roofs, pitched roof, and fascia and gutter replacements)

Pitched roofs have a long life, commonly 60 years for clay, artificial slate, and concrete tiled roof, and up to 120 years for natural slate roofs. Modern flat roofs have a life of about 30 years. Replacement roofs must comply with current building regulations including the roofs insulation.

Customers will be required to empty loft spaces prior to roof replacement works starting.

What is included in the replacement?

Each property's roof will be individually specified, and this will dictate the length of time that is required to conduct the work. This will include the roof covering, leadwork, works to chimneys and insulation.

Do customers have any choices on roof replacements?

No, Rooftop will specify the roof coverings.

How long will a replacement roof take?

A typical 3-bedroom house roof replacement including scaffolding will take approximately three weeks and will be dependent on the weather. Fascia and gutter replacements two weeks.

Life cycles

Thirty years for flat roofs, gutters, and fascia's. Sixty plus years for pitched roofs.

Consultation

We will give customers at least one month's notice of these works, and this will include if scaffolding is needed.



Please see also roofs and external decorations in the individual property planned works section.

Internal decorations

These are carried out in communal areas in blocks of accommodation and will include entrance lobbies, stairwells, and corridors. Internal decorations have a 7 year cycle. The duration of the internal decorations will depend on the size of the communal areas. Customers will be told how long the works may take.

What is included?

Decoration of walls, ceilings and woodwork.

How long will the work take?

This will depend on the size of the communal area.

Do customers have any choices of paint colour?

Customers will have a choice of front door colours. These choices will be limited to the ones provided by Rooftop.

Life cycles

Internal decorations 7 years.

Consultation

We will give customers at least one month's notice of these works.



Lifts

Lifts are very complex and expensive items of machinery which need to be operated safely. There are many types and manufacturers of lifts. If lifts are not refurbished on a regular basis they will break down even if serviced. Unplanned breakdowns can put a lift out of action for six months, as parts for many lifts must be manufactured. The planned refurbishment of lifts is essential to avoid this. Specialist lift consultants survey lifts to establish the condition of the lift and advise on refurbishment of its major components.

What is included in the lift refurbishment

This will depend on the age, manufacturer and condition of the lift. Commonly replaced items include:

- Lift motor
- Hydraulic rams
- Control panel
- Pulleys and cables
- Lift car

Do customers have any choices of lift components?

No, the lift consultant will select these as they are very specialist components and require extensive knowledge when specifying their replacements.

How long will the lift refurbishment take?

This will depend on the extent of the replacement components, but a full refurbishment may take up to three months to complete. Customers will be advised of the expected duration during the consultation process.

Refurbishment Life cycles

These are commonly 15 years but will depend on condition and manufacturer and type of lift.

Consultation

As the lift is a service charge item Rooftop will undertake a full section 20 consultation process as set out in section 20 of the Landlord and Tenant Act 1985 ("Section 20").

This is a formal consultation process and will take three months or more and will involve several formal notifications.

Additional consultation will be undertaken with customers who are reliant on the lift due to their health so that suitable arrangements can be put in place for the period that the lift is out of action.



Communal Fire Alarm systems and emergency lighting

These fire safety systems contain components with different life cycles. The system can be simple or complex depending on the building type. More complex systems have detection within flats as well as the communal areas.

What is included in the refurbishment?

This will depend on the age and condition of the existing components but commonly the alarm panel, detectors and wiring.

How long will the communal fire alarm systems and emergency lighting refurbishment take?

This can take between one day and a couple of months depending on what needs to be replaced, the complexity of the system, and the size of the block.

Do customers have any choices of fire alarm components?

No, a qualified fire alarm engineer will design the system and specify components.

Life cycles

Alarm Panel 30 years, call points and emergency lighting 15 years

Smoke and heat detectors 10 years

Alarm system wiring 30 years

Consultation

The estimated costs of the various components will dictate if Rooftop undertakes a full section 20 consultation process. If section 20 is not required Rooftop aim to give a month's notice of these works. If the works include detection in flats individual appointments will be made.

On occasions, components will breakdown ahead of their planned replacements. In these circumstances the component which has failed will be replaced as soon as possible to maintain the buildings fire safety system.

