Rooftop
Housing Group

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
- Energy efficiency improvment works
- Electrical re-wires

Communal planned works

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

Updated: 2026.10

Rooftop Housing Group

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.

Updated: 2026.10

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 reviewed for consideration for replacement after 20 years.

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
Mears or the contractor 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
Mears will contact the customer and agree suitable installation dates with them and book these in and confirm this in writing with the customer.

Updated: 2026.10

Rooftop Housing Group

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 bathroom replacement includes the following items:

- New bath, WC, wash hand basin and taps
- New electric shower and shower curtain
- 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 are reviewed for consideration for replacement after 30 years.

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



Updated: 2026.10

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 and doors are reviewed for consideration for replacement after 30 years.

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.



Updated: 2026.10

Rooftop Housing Group

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
7-year cycle for review for re-decoration

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
The heating systems will be reviewed for consideration for replacement at 15 years for gas boilers and 20 years for electric heating.

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.



Updated: 2026.10

Rooftop Housing Group

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.

Electrical re-wires

We are planning to complete 165 Electrical re-wires in the coming year.

How long will the Electrical re-wire take to be completed?

For a straightforward Electrical re-wire one week

Do customers have any choices of light fittings switches or sockets?

No, Rooftop selects the type of electrical fittings that meet the required specification and British Standards for quality. A qualified electrician will design the system that is suitable for the property.

Life cycles
Re -wires are required to be undertaken at around 30 year intervals or if a serious fault is identified during a routine electrical inspection.

Smoke and heat detectors 10 years Alarm system wiring 30 years

Consultation
We will advise customers if we plan to re-wire your property one month prior to the contractor contacting them.

The contractor will contact the customer to make a convenient appointment.



Rooftop Housing Group

Energy Efficiency Improvements

All social landlords in Britain have to achieve an Energy Performance Certificate (EPC) C for all their existing properties by 2030. The energy efficiency improvements are carried out through government funding rounds of which there were a few different ones over the last few years.

The main eligibility criteria for a property to be included in a government funding round is for a property to have an EPC below C, however this can be different for each funding round.

The eligibility of a property is assessed by the assessors of the funding round and is not necessarily the government lodged EPC. After the initial assessment sometimes a property is found to be an EPC C already and will therefore not be included in the project. This could be due to an EPC being carried out a long time ago and improvements being made after the EPC assessment that improved the EPC rating to an EPC C.

Design
If a property is included in the project then a design will be made by the Retrofit Coordinator/ designer. Each design will be different for each property. Once a design is completed the design is then approved by Rooftop after careful checking against our planned maintenance cycles and stock surveys before being finalized.

The contractor that carries out the installation of the designed energy efficiency measures takes care of all necessary surveys and appointments with the residents. They will also prepare the residents with what is involved with the installation of each measure. Some of the installation of energy efficiency measures can be very disruptive and sometimes special preparations have to be made depending on the vulnerabilities or health issues of the residents, such as decanting the resident for the duration of the installation or offering stays in one of our family rooms during the day.

What is included?
The energy efficiency measures that are available is different for each funding round.

The current energy efficiency funding round is called:

Warm Homes : Social Housing Fund wave 3 (WH:SHFw3) and will run to 30th September 2028.

Measures available in this funding round are;

- Low carbon heating (air source heat pump and high heat retention storage heaters)
- Insulation
- Windows and doors
- Ventilation
- Solar panels

Some of the proposed work can be very intrusive but others will only take a day to install.



Energy Efficiency Improvements (cont.)

How long will the installation of the energy efficiency measures take?
The aim is to carry out all works in the shortest available time. However since there is a shortage of some specialized contractors carrying out this type of work because of high demand at times, the total work of all installations can sometimes be spread out over several weeks until a suitable contractor is available. However each installation of each measure should be completed within a couple of days.

Do customers have a choice of energy efficiency measures?
No these are decided on once the initial survey has been carried out and will be included if they are not already there and by looking at the installation dates of any existing measures already in place to see if they should need replacing.

Lifecycles

- Windows and doors are replaced on a 30 year cycle.
- Gas boilers and hot water are replaced on a 15 year cycle
- Electric heating is replaced on a 20 year cycle
- Insulation and solar panels are currently not replaced through planned maintenance.

Consultation
All customers that are in a property with an EPC below C will be sent an introduction letter and FAQ sheet explaining the energy efficiency project and introducing the contractor. The contractor will contact the customer to arrange appointments for the initial survey that will check for eligibility and energy measures. Once a property is deemed eligible for the project all further appointments will be made directly by the contractor to enable the installations of the property specific energy efficiency measures.



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.

Updated: 2026.10

Lifts

Lifts are very complex and expensive items of machinery which need to be operate safely. There are many types and manufactures 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.



Updated: 2026.10

Rooftop Housing Group

Communal planned works

Flat entrance fire doors replacements

Frequently Asked Questions

Why does my door need to be replaced?
Your flat entrance door needs to be replaced to comply with current fire safety regulations. This work helps ensure the safety of all customers.

How will I know when my flat entrance door will be replaced?
Our contractor, Bell, will contact you directly to let you know the date scheduled for your door replacement.

How long will it take to replace my flat entrance door?
The replacement is expected to take no longer than half a day.

Do I need to be at home while my door is being replaced?
Yes, if possible, you should be at home during the replacement work. If you are unable to be there, access can be arranged through the Scheme Manager with your permission.

Will my new door be the same colour as my existing door?
Yes. Wherever possible, we will ensure that all replacement doors remain a similar colour to maintain a consistent appearance throughout the building.

Who can I contact if I have any questions?
If you have any questions about the door replacement programme, please contact Bell directly in the first instance.



Updated: 2026.10