



Tenants' Choice

MODERNISATION SCHEME





HOWDENS

JOINERY CO.

FOR KITCHENS, KITCHEN ACCESSORIES & APPLIANCES



A maximum of seven cabinets, pictures for illustration only. Cabinets may be subject to change without prior notice.



Alexandra Court, James Street, York. Tel: 01904 426408.

DEAR CUSTOMER

We are pleased to introduce you to the City of York Council's **Tenants' Choice Modernisation Scheme**.

This is a special scheme which started in 1989. Since that time over 6600 customers have benefited from the scheme in York and more than £32 million has been spent improving homes. 95% of customers have been satisfied with the results and we aim to maintain these high standards.

Under Tenants' Choice you may be offered

- A new fitted kitchen
- A new bathroom suite
- A new central heating system where appropriate
- Up to £530 worth of added improvements to enhance kitchen and bathroom layout
- Re-wiring of your home where appropriate

We aim to give you an element of control and choice over improvements so you know what to expect at every stage of the work and when it will be done.

There will be specialist staff on hand who will listen to your questions, give you advice and sort out your problems quickly.

The work will cause disruption but we will keep this to a minimum. If you have any questions about the scheme, contact the Tenants' Choice team on (01904) 870786 or 553712. They are there to help you.

Please keep this booklet handy as it contains useful information about the choices available, what we will do, what you must do and who to contact.

We promise to:

- Give you a wide choice of products
- Arrange appointments to suit you
- Arrange for an approved contractor to carry out the work
- Set high standards for the work we do
- Listen to any questions you have
- Deal with problems quickly
- Give you a 12 month warranty on all work

We hope that you will be satisfied with your home modernisation when it is completed and that you feel happy with the quality of work. Modernisation will not be taken into account when assessing the rent you pay for your home.


Councillor Sue Sunderland
Executive Member for Housing

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AN INSTANT ROOM MAKEOVER...

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Group of Companies



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be part of it.

There's nothing that can change the look of a room quite like a fireplace.



Suncrest Surrounds Limited is the UK's leading dedicated manufacturer of mantelpieces, electric suites and fires. The Hampton electric suite (pictured) is a complete unit suitable for flat wall siting. Ideal for a variety of room settings, the Hampton features an authentic flame effect with up to 2kW heat settings.

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SUNCREST

Perfecting the art of warmth

THE CHOICES AVAILABLE

This section covers:

- Kitchens
- Bathrooms
- Heating
- £530 allowance and up to £250 builders' work

KITCHENS

What choices do I have?

You will be able to choose:

- The design of your kitchen
- A range of four quality kitchen unit styles
- A wide range of worktops
- Up to five single or double base units and two single or double wall units
- A range of tiles above the worktop

We will provide:

- Plumbing for automatic washing machine
- A single stainless steel sink and drainer
- Supply point for gas/electric cooker
- Ample electrical sockets
- Polyflex Floor Tiles



What else can you help with?

If you have a tumble dryer that needs an air vent to prevent condensation we can supply this for you. If you own, or wish to buy, a built-in oven and hob, we can arrange to fit this into your new kitchen. You need to speak with your contractor at an early stage so this work can be included in the plans.

Please note that these provisions will use some of your £530 allowance for extra work. Your contractor/Project Surveyor will be able to tell you exactly how much it will cost.

SPECIAL NEEDS

What sort of adaptations can you provide?

We can position worktops and units according to your needs, for example we can provide lower level worktops if you use a wheelchair. If you have trouble using taps we can provide ones which are easier to use. Please do not hesitate to speak to your Project Surveyor who will arrange an assessment of your needs by an Occupational Therapist.

BATHROOMS

What choices do I have?

You will be able to choose from:

- A range of different bathroom suites
- Two colours white and cream
- A range of wall tiles up to 3m² to match your suite

(Two or three rows of tiles are provided above the bath)

- Polyflex floor tiles may be fitted on solid floors only where applicable.

What else can you help with?

If your bathroom walls are already fully tiled, the contractor will try to find matching tiles to complement your bathroom. If matching tiles are not available they will try to get the best result possible. Other improvements are available for you to choose from which would come out of your £530 allowance for extra work. Your Project Surveyor/contractor will be able to tell you exactly how much they would cost.

Some examples are:

- Removing and replacing wall tiles
- Extra tiles

SPECIAL NEEDS

What sort of adaptations can you provide?

If you have difficulty using taps or getting into or out of the bath, please let your Project Surveyor know. They will be able to talk with you about the choices available which would best meet your needs. There are many pieces of equipment which can help to make bathing easier. An Occupational Therapist may visit to assess your needs. There is a charge for some bathing equipment, and you will be advised if this applies before any equipment is fitted.

HEATING

What choices do I have?

If heating is included in the programme:

You can choose from:

- gas central heating
- oil central heating (in outlying areas only)
- different types of systems
- at least two models of heating controls where appropriate
- a range of electric or gas living room fires - only available where heating is being installed. Subject to services availability.

We are able to offer a wide range of quality products for you to choose from.

How will my heating work?

If you have a new heating system fitted, the contractor will explain how it works and how to use the controls. When our surveyor calls to check the completed work, they will make sure you are happy with your system and will show you again how the controls work if you would like them to. All the systems come with instructions on how to use them. This information will be given to you by the contractor for you to keep and refer to.

What sort of heating systems will be on offer?

There are three types of gas systems we use:

Your surveyor will discuss which system is right for your home

1. System with condensing boiler
2. Combination condensing System

3. Thermal Storage

1. System with condensing boiler

The heating and hot water can be controlled independently with this system by using a programmer and a thermostat. A wall mounted condensing boiler unit is available and a hot water cylinder will be put in an airing cupboard. Water tanks are put in the loft space and when the hot water from the cylinder has been used it will take about 15 minutes before it is ready again.

Note

Condensing boilers are the most energy efficient because they re-use heat from the exhaust gases which would otherwise go out of the flue.

2. Combination Condensing System

This system provides instant hot water at mains pressure. The heating is controlled by an air thermostat and you can use a programmer to control when the heating comes on and goes off. The hot water and the heating are supplied from the same unit so less space is needed. This system is normally only put into flats, where space may be limited.

Oil Fired central heating systems

Your Project Surveyor will advise you on whether or not oil is an option for your home.

How can I make energy savings?

All homes that can be cavity wall insulated have been done and we will top up loft insulation if necessary. This will help you to get the most from your heating system.

All modern boilers are energy efficient. The condensing boiler is the most efficient.

We fit thermostatic radiator valves (or TRVs) to your radiators so you can control the temperature of each room. This gives you greater control and saves energy. The individual room controls can be useful where, for example, you do not need your bedrooms to be as warm as your living room. TRVs are fitted in most rooms. These controls will be put at the top of your radiator to make them easier to use.

What extra work may be involved?

Depending on the system to be fitted, a water tank for the central heating may be put in your loft. If the entrance to your loft is too small for this, we will make the entrance larger. A new cylinder cupboard will be provided or your existing one may be altered to fit the unit. Some pipework will be boxed in but we do not box in horizontal pipes to the radiators.

SPECIAL NEEDS

What sort of adaptations can you provide?

We can put controls in a position that you can reach, for example we will put radiator valves at the top so anyone in the household who has a problem bending down can use them. We can provide controls for people who are blind or partially sighted.

If you or your family have any health problems, check with your doctor or specialist that you have a suitable heating system.

Please do not hesitate to speak to your Project Surveyor to ensure that the arrangements are right for you.

There is no extra charge for these adaptations.

£530 ALLOWANCE

What is this allowance?

In the scheme you can choose to have extra work done in your home over and above the standard improvement package to a cost limit of £530. You can choose items from the Tenants' Choice range. Your Project Surveyor will be able to help and advise you and give you exact costs for the work (which will include labour costs).

This allowance is only available if you are having one or more of the options carried out.

What choices do I have?

You can choose from:

- A range of internal doors
- A range of shower systems with tiling and curtain
- Extra tiles in the bathroom or kitchen
- Extra units or worktops in your kitchen

Can I do anything else with this allowance?

If there are other items you would like to spend your allowance on then please ask your Project Surveyor. They will be able to advise you if it is possible under the Tenants' Choice scheme and how it can be done.

£250 BUILDERS WORK

Builders' work

Up to £250 additional builders' work is available if any walls need removing. For example, Making a separate toilet and bathroom into one room. Or you may wish to have the pantry wall removed in your kitchen. If no builders' work is necessary this allowance is not available to use for other things.

Can I add to my improvements?

You can add some of your own money to improve your home if you wish. You can ask your contractor to price the work up for you and you can accept or refuse his quote. Your Project Surveyor will be happy to check any private estimate for you if you wish. Your contractor may expect payment straight away.



RE-WIRING AND ALLOWANCES

This section covers:

- Re-wiring
- Disturbance Allowance
- Decoration Allowance

RENEWING THE ELECTRICAL WIRING

Many homes now need to be re-wired and this work will be done at the same time as other improvements to minimise disruption. New sockets will be sited a little higher up the wall than before to comply with current standards. There will be more sockets available and a new fuse box will be installed with all the latest safety features.

Also in order for our electricians to work safely in your home we will arrange for your local electricity supplier to install a special safety switch prior to Tenants' Choice work commencing.

Every room will need to have work done so protect your belongings by putting them away in boxes if possible and covering furniture. Your contractor will use dustsheets and tidy up each day.

DISTURBANCE ALLOWANCE

What will you do about the disturbance to my home?

You will receive compensation for the disturbance based on your weekly rent, multiplied by the number of weeks the work takes to complete (up to a maximum of 3 weeks). This will be calculated after your surveyor has called to check the completed work. We will let you know how much this will be. If you only have heating installed the combined disturbance and decoration allowance is £100.

RENT ARREARS

All tenants wishing to benefit from Tenants' Choice must have a clear rent account, or ensure that they are keeping to agreements to pay any debts prior to improvement work being undertaken. Failure to keep to these requirements could result in your work being postponed, and losing your £530 allowance. If you are in arrears at the time of the Tenants' Choice work taking place, your decoration and disturbance allowances will be put to your rent account. Please contact your Estate Manager if you have any concerns about your rent account.

DECORATION ALLOWANCE

What about redecorating my home?

You will receive a decoration allowance for disturbed rooms. This will be based on disruption to your existing decoration caused by the work. The rates are:

	£		£
Living Room	57	Bedroom (double)	57
Dining Room	57	Bedroom (single)	57
Lounge/Dining Room	66	Bathroom	45
Kitchen	45	Separate toilet	28
Kitchen/Diner	57	Hall & landing	66
Bedsit/Annexe	66		

Following the work you will be provided with decoration allowance vouchers, which can be used to purchase decoration tools and materials from either B&Q or Homebase. You can collect your vouchers from the main Council offices in Acomb or St Leonards Place (see addresses at the back of this brochure).

If you have a problem getting to these offices please let the surveyor know.



The Tenants' Choice Contractors

We will allocate one of the following contractors from our approved list to carry out your work.



Speck Builders
complete building & roofing service
established 1960
Tel: 01904 769387/421748
Mobile: 07889168732

Action Plumbing and Building Services

Peartree Cottage
44 Haxby Road
York YO31 8JX

Tel: (01904) 637989
Fax: (01904) 672742
Mobile: 07787 106664





Contact: Julie Rose




ESTIMATES FREE 
R. S. MYERS & SON
Plumbing & Heating Engineers

8a Lamel Street
Hull Road
York
YO10 3LL

Telephone:
Office 01904 410832
Home 01904 414943
Mobile 07850 397794



CHRIS MYERS PLUMBERS 

Plumbing & Heating Engineers

Free Estimates

Bookstone • Stockton Lane
Stockton-on-Forest • York • YO3 9UD
Telephone: 01904 400532
Fax: 01904 400004 Mobile: 0860 434643



GRAHAM MURRAY
Gas Service Engineer


3 Norseway
Stamford Bridge
York YO41 1DR

Tel/Fax: 01759 373004
Mobile: 07970 555916

Adrian Smith

11 Keble Drive
Bishopthorpe
York YO23 2TA
Telephone: (01904) 707471

Electrical • Plumbing & Heating • Joinery • Building



ENERGYTEK

EDDIE RUDDOCK

Energytek (Yorkshire) Ltd
West Garth, Castle Howard Road, Malton
North Yorkshire YO17 7AY
Telephone: (01653) 691100 Fax: (01653) 691000





J H HARRISON
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New Extensions • Property Repairs
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356 Stronsall Road
Earswick
York YO32 8SW
Telephone: (01904) 768609
Mobile: 0831 318075



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Established 1978
Small repairs undertaken

18 The Village,
Wigginton,
York
YO3 3PJ.
Tele. (0904) 761005.



WHAT WORK WILL BE INVOLVED?

This section covers:

- What we will do
- What you must do

WHAT WE WILL DO

What happens first?

You will be invited to a meeting where council staff will inform you of exactly what will happen during the work to your home. You will be sent a letter at least seven days in advance of the meeting.

You may also be given the opportunity to view a range of kitchen facias, bathrooms and heating systems illustrations on offer at a local venue. You will be able to talk to members of the Tenants' Choice team to find out exactly which improvements will meet your needs.

If you need help with transport or childcare to get to the public meeting or to view our range of products, please contact the Community Advisers on 554103, 554101 or 554078.

When do I choose what I want?

THE FIRST SURVEY

A Project Surveyor from the Tenants' Choice team will visit you at home to discuss what you want. They will write to let you know when they will be calling. If you are out they will leave a card asking you to contact them.

If you know you cannot be in when they call, phone and book an appointment for a time to suit you. If we cannot see you during the day we can arrange to call up to 6pm in special circumstances.

Who will do the work?

We will allocate a contractor from our approved list to carry out your work.

All contractors on the list have been through a strict selection process that checks their technical ability and customer care skills.

When do I meet my contractor?

THE SECOND SURVEY

You will be visited again by the Project Surveyor with your contractor. They will help you plan the work and discuss any special needs you may have. They will help you

design and plan your kitchen, heating and bathroom with advice on the best solutions for your home.

When do I make my final decision?

THE APPROVAL

You will have another visit from your Project Surveyor where all the plans you made will be discussed in detail. At this meeting you will agree final plans for the work and any changes to the layout of your home. We will put in writing what is agreed so that there is no confusion later and you will be asked to approve the work. *Please note that after this stage products will be ordered so it may not be possible to make changes.*

How long will it take to complete the work?

We allow the contractor one week per improvement. For example, if you choose to have just a new kitchen the work should be completed in one week. If you are having a new kitchen, bathroom and central heating this will take three weeks. The re-wiring will be included within the allocated time scale.

How will you check the progress of work carried out in my home?

Trained and qualified staff from Tenants' Choice will visit your home whilst the work is in progress and will check progress with your contractor.

What about disruption to my home?

The contractor's workers will treat you and your home with respect. They won't play radios. They will use dust-sheets. They will clear up any mess and pack away tools and materials at the end of every day. The contractor must always make sure you have running water, heating and cooking facilities at the end of each day. They will treat you in a friendly and courteous way.

What happens when the work is complete?

Your surveyor will call and check the work within two weeks of it being completed. Any minor work which you or they think still needs to be completed, called 'snagging items', should be done within seven days. The surveyor will write down each item which needs attention and give you a copy so that you can check it off when work is done. Once these 'snagging items' have been dealt with all work is guaranteed for a year. If there are any problems with the work we would normally ask the contractor to put them right; within 24 hours if it is an emergency.

How will I know that the Council is achieving what it promises?

While the work is going on we will call round regularly and will respond to any concerns you or your residents' association may have. We will carefully monitor our performance against the promises made in this handbook. We aim for a customer satisfaction rate of over 90%.

WHAT YOU MUST DO

What do I need to do before the work starts?

This depends upon the work you choose to have done. **You will need to take up carpets and laminate floor coverings. Empty cupboards** in the kitchen and bathroom, and put away valuables and breakables in any rooms being worked in. Your contractor will tell you exactly what they need you to do beforehand. Work may be delayed if preparations haven't been made. If you anticipate having difficulty moving carpets or items of furniture, for example if you are elderly or disabled, please speak to your contractor who may be able to help.

If you have pre-payment meters you must ensure that there are sufficient funds on them so that gas and electricity tests can be carried out.

What must I do during the work?

Please give the contractor reasonable access to your home. They will start work at around 8.00am and finish at 5.00pm.

Please try and keep to any arrangements you have made to be at home. If you need to change your plans, please contact your contractor or Project Surveyor straight away.

However, once an appointment is made it is essential that you keep to it in order that we can complete the work on time.

What if I can't stay at home during the work?

If you wish to get away for a break during the day whilst the work is being done you may be able to use the Tenants' Choice site office. If you would like to do this or need to talk to us about other arrangements please do not hesitate to contact us on 870786 or your Community Adviser on 551829 or 551832.

COMMUNITY WATCH

The **Community Watch** office provides support, advice and information to Residents in York who wish to set up "Watch" schemes to address community safety and crime prevention issues. **Neighbourhood Watch** is the largest of all these watch groups.

The aim of each individual Watch Group is to engage **EVERYONE** in the community in problem solving. Often within any community it is "fear of crime" which causes residents to withdraw from an active community life. Fear of crime can all too often perpetuate a residents feeling of powerlessness.

Communities need to establish a culture of Community Responsibility towards the issues of crime prevention and community safety in the area in which they live and to know that

they are **NOT** powerless in this respect and that a great deal can be achieved through standing together. The community is a very powerful and influential tool in the fight against crime.

There is little that goes on day to day in the community that escapes the attention of at least a handful of people. It is this local knowledge that is vital in fighting crime and anti-social behaviour.



community
watch



If you are interested in joining Neighbourhood Watch and playing an active role in your community contact Deborah or Sue at the Community Watch Office, York Centre for Safer Communities, Low Friargate, York. Tel: 01904 669072

WHO TO CONTACT

Why?	Where?	Telephone
To contact the Tenants' Choice Team Leader or your Project Surveyor at the site office	23 Starkey Crescent Tang Hall York YO31 0SX	870786
For all aspects of Tenants' Choice and Acomb housing enquiries	Community Services 50 York Road Acomb York YO24 4LZ	553712
Other Housing Queries City and East Residents For help with all your housing issues, and you live in the City Centre or east of the City	Community Services City of York Council PO Box 407, Finance and Housing Centre Library Square, York YO1 7YN	613161
For information about your Residents Association and help in dealing with problems	Community Advisers Community Services, PO Box 402 Customer Advice Centre George Hudson Street York YO1 6ZE	551829 551832
Housing Benefits Opening Hours Office Mon - Fri, 8.30am - 1.00pm Appointments only 1.00pm - 5.00pm By phone 8.30am - 5.00pm	Benefits Service City Finance Centre PO Box 31, Library Square York YO1 7OU	552240
Day to Day Repairs If you need to report a repair and you live in the City Centre or east of the City	Customer Services 9 St Leonards Place York YO1	551200

WHAT HAPPENS IF THERE'S A PROBLEM?

When things go wrong or we have failed to keep any of our promises, we want to know. In the first instance speak to either your contractor, Project Surveyor or the Tenants' Choice Manager. If you are still unhappy please contact:

Capital Programme Manager
50 York Road
Acomb
York
YO24 4LZ

Telephone: 553712 or 553711

We will take action straight away and reply to all letters within 10 working days. If you are still unhappy, contact:

Complaints Manager
Community Services
PO Box 402
George Hudson Street
York YO1 6ZE

Telephone 554080



Details about Tenants' Choice Modernisation are available in large print or on audio cassette. If you or anyone you know would like this facility, please contact:

Community Advisers
Community Services
PO Box 402
Customer Advice Centre
George Hudson St
York YO1 6ZE

Telephone: 554101, 554103 or 554078

What do I do in an emergency while works are in progress?

We provide a 24 hour emergency service. During working hours you can contact the site office on 870786. If there is no-one there ring and we will pass on a message to the contractor. Outside office hours you should contact your contractor direct. Your contractor will give you a card with their emergency telephone number on it. If they need to send someone out they will normally be there within 3 hours and definitely within 12. If you can't get through ring the emergency repairs service on the number opposite, stating that the problem relates to Tenants' Choice work.

If you need an emergency repair outside office hours

**EMERGENCY
REPAIRS 630405
OUT OF HOURS**

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہندی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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GETTING THE MOST FROM YOUR CENTRAL HEATING SYSTEM

SETTING TEMPERATURES

The Controls

Boiler Thermostat

The boiler thermostat controls the temperature of water going round the radiators and the heating coil in the hot water tank. It stops the boiler overheating. Do not change the setting.

Room Thermostat

A room thermostat reacts to the temperature of the air around it.

Only the air immediately around the thermostat influences it. For the thermostat to work properly it has to be in a room where the temperature is typical of the whole house.

It is recommended that the thermostat be set at between 18° and 21°C (64° and 70°F). You should set it as low a level as is comfortable.

A 1°C reduction on setting could save up to 10% on your annual heating costs.



Thermostatic Radiator Valves

TRVs allow you to keep different rooms at different temperatures. They are fitted to the radiators themselves and operate by reacting to the temperature of the air around them. They work by opening or closing the valve controlling the flow of hot water through the radiator.

A low setting on a TRV gives a low radiator temperature.

When your heating system is switched off for a long time - such as over the summer - you should set your TRVs at their highest setting to stop them seizing closed.

If you do not have thermostatic radiator valves you can still turn a radiator off by closing the ordinary radiator valve.

Setting the Controls

Where you have a room thermostat or TRVs these should be used to control the house temperature. Remember that the boiler thermostat in such a case should be set at its maximum setting - this means that the boiler is operating at its most efficient.



If the boiler thermostat is the only control you have it set on high (maximum) in the winter and on low (half way between maximum and minimum) in the summer.

SETTING HOT WATER

A hot water thermostat is fitted either to the hot water tank or is part of the boiler if you don't have a tank. It stops the water heating up more than you want. If you find that the water coming out of your taps is too hot then you can make it cooler by lowering the setting of the thermostat a little.

The thermostat on the tank and the one built in to the immersion heater head should be set at about 60°C (140°F).



SETTING TIMES

Heating your home for half an hour more than is needed could add 6% to your heating bills.

The Controls

Timer/Programmer

A timer or programmer allows you to set your heating system and hot water to switch on and off automatically at times that you have pre-set.

Timers/Programmables vary in sophistication. Some only allow you to switch both your water and heating systems, on and off twice a day. Others allow you to set up to three on/off periods each day for hot water and heating and different patterns for every day of the week.

Setting the Controls

Check that the clock is telling the right time. You will have to remember to reset it every time the clocks change in the winter or summer, or after a power cut.

Set your system to come on about half an hour before you want the house to be warm and half an hour before you want it off completely; the house will remain warm for about half an hour after the system switches off.



Danfoss Set 3M



Drayton Tempus 6

It is unlikely that you will need your heating/hot water switched on all of the time - avoid using 24h/On.

If you want to switch the heating/hot water on or off outside programmed settings it is better to use the 'over-ride' button than to switch to '24h/On' or 'Off'.

Read the timer/programmer instructions carefully for details specific to your model.

24h/On - Hot water or Heating is on all the time.

Once - Hot water or Heating switches on at first time set and off at last time set, ignoring settings in between.

Twice/All - All on/off periods are followed.

Off - Hot water/Heating switched off.

Over-ride - Reverses current setting until next time setting is reached.

HOME CONTENTS INSURANCE MADE SIMPLE



- Low cost - peace of mind
- Easy payment weekly, monthly or annually
- No excess payment required if you claim
- Cover for most household items including TV, video, DVD players and hi-fi even if rented



PICK UP A LEAFLET TODAY



the number one
choice for the finest
quality kitchens.

Supplied by:



The Symphony Group PLC,
Gelderd Lane, Leeds LS12 6AL
Tel: 0870 120 8000 Fax: 0870 835 5999

Through:



1 Hazel Court, Phoenix Business Park,
James Street, York YO10 3DS
Tel: 01904 430044 Fax: 01904 430306

