

Dallfield Community Energy Saving Project

Why does the work need to be done?

Dundee City Council's Housing Investment Unit has planned a programme of improvements to Council houses to work towards meeting the Scottish Housing Quality Standard (SHQS). Part of the standard is to make sure your home has an energy efficient heating system and a modern kitchen and bathroom.

Achieving the standard in multi storey blocks is not possible using individual electric hot water and storage heating systems.

What work needs to be done at the Dallfield Multi Storey Development?

The project is all about making homes warmer and more affordable to heat. We will do this by insulating the outside walls, installing a district heating system, upgrading kitchens and bathrooms where they do not meet the current standards, and installing a communal TV and satellite system.

What is the Community Energy Saving Programme (CESP)?

CESP has been created as part of the government's Home Energy Saving Programme. It requires gas and electricity suppliers to deliver energy saving measures to customers in specific low income areas of Great Britain. Working with Scottish Gas the Director of Housing has been able to access funding under CESP and this has allowed this more much extensive project to go ahead.

What can tenants expect?

The partnership with Scottish Gas will result in a substantial investment that will keep flats warmer, reduce heat-loss through walls and give the blocks a whole new appearance. The proposed district heating system will make a real difference to tenants by making their homes warmer and more comfortable to live in.

What is district heating?

District heating is a system that will distribute heat generated from one main boiler house via a network of insulated pipes into all flats within the four blocks.

What is a boiler house?

The main boiler house is basically a large room or building which will house the gas-boilers which provide the heat for the water. The main boiler house will be located between Tulloch and Bonnethill Court.

How does district heating work?

Water is pumped from the main boiler house through pipes to individual properties to supply heat and hot water. Each property has an energy meter, which registers the quantity of hot water used.

What heating will be in within my home?

You will have a typical central heating system with radiators fitted in all rooms. Each flat will have individual heat-exchangers which take the place of boilers and a new storage tank may be located in the kitchen.

How do I control my heating?

You will have a central heating timer that you can use it to control when the heating and hot water comes on and goes off, and each radiator will be fitted with its own thermostatic valve.

How do I pay for heat and hot water?

We will be installing state of the art prepayment energy meters in each flat with easy and accessible methods to obtain credit. You will receive more information and advice on heat and hot water charges and how to obtain credit before work commences in your flat.

How is the charge calculated?

The heat charge will be based on a clear and fair pricing policy. We will explain to all tenants how the rate and charges are calculated and when they will be revised. We will be explicit and transparent in terms of how rates are calculated, providing the formula for the calculation and the sources of information on which the calculation is based.

What are the benefits of district heating?

Heat and hot water will be available all day every day and its more economical to run than electric and individual gas central heating so tenants can expect lower heating bills.

Where can i get help and further advice on energy?

We will visit all tenants with further advice, information and assistance on how to operate your new heating system. For help with billing problems, energy saving tips, benefit checks, dampness advice and fuel supplier issues please contact **Dundee Energy Efficiency Advice Project**. Telephone 01382 434840 or email deeap@dundeecity.gov.uk

What is External Wall Insulation?

External wall insulation is installed on the outside walls of a building and its job is to reduce the loss of heat.

How will this work be carried out?

Scottish Gas will write to you to advise you of the programme for external works and to advise you what should do before works begin. They will not require access to your home. External work, in most cases, will require mast climbers to be erected. Mast climbers are working platforms that are mechanically operated to move up and down on the outside of the building.

Please ensure your balconies are clear as we will require access to carry out our works. This is important so that your work can commence on time.

Will there be scaffolding?

Yes. There will be scaffolding at ground level. Please do not allow anyone including children onto the scaffolding. Falls from scaffolding can result in serious injury. If you see any unauthorised persons misusing the scaffolding call the police or assistant project officer.

What will happen to my satellite dish or TV aerial and any other fittings on the walls?

If you have fitted your own satellite dish or aerial it will be removed once the communal aerals have been installed.

Can I fix anything to the new external wall insulation?

It will be strictly forbidden to fix anything directly onto the new external wall finish. The new walling is unsuitable for supporting any kind of fixture. If you attempt to erect a fixture it will damage the wall making it unsafe, hazardous and it will cause water penetration and dampness. We will hold the tenant responsible for the cost for erecting scaffold, safely removing and making good any damage.

Who will carry out the work?

McGill will work for Scottish Gas as a sub contractor and will install the district heating, upgrade kitchens and bathrooms and install a communal TV and satellite system

When will the work start?

We will start work on the external render at Dallfield and Tulloch Court in July and August and hope to have this completed by October 2011. Work will start on the external render at Bonnethill and Hilltown Court in spring 2012.

Between July and October 2011 we will build the district heating boiler room, and install all of the necessary insulated pipe work. Most of this work will take place outside or in the common bin chute and landing areas.

We are planning to connect up the heating and carry out works in kitchens and bathrooms in your in Tulloch and Dallfield Courts, working from top to bottom and completing one landing per week starting in October/November this year, and thereafter commence work in your homes in Bonnethill and Hilltown Court early next year.

What impact will there be on local area?

Over the next 14 weeks you can expect a lot of activity on site. Most of the work we will be doing will be either outside or within the common areas of the mutis. At times the work will be very noisy and this will cause unavoidable disruption and inconvenience, however, in order that work is carried out speedily and safely we do require your full co-operation and understanding.

Will there be site accommodation?

On a contract of this size we are required to provide suitable site accommodation. We have obviously tried to minimise the impact on the local area, however, in order to have a safe site we are intending to occupy half of the car park at Dudhope Street and will also be using most of the south elevation of Tulloch and Dallfield court and the lower level ground between Tulloch and Bonnethill Court. For certain periods of the contract some of the south access pedestrian paths will be out of use. Please accept our apologies for any inconvenience and frustration this might cause.

McGill will have a site office at the old concierge station in Tulloch Court and Scottish Gas will use the same facility in Dallfield Court.

Will my kitchen be replaced?

We will survey all households to determine the condition of existing kitchens and identify where complete replacement is required. If your kitchen is relatively new and in good condition then we would not be replacing it. If the units are not in good working order, or fail to meet current standards then we will replace the entire kitchen.

Can I choose my kitchen?

All new kitchens will be designed jointly by the tenant and the kitchen surveyor. You will, however, be restricted in positioning the kitchen appliances as their location is often determined by the electrical outlets. You will have a choice of worktops, door and drawer front colours and handles which you can mix to suit your own taste.

Will my kitchen flooring be damaged?

Your floor covering in the kitchen will be affected as the new kitchen will be of a different size and shape. If you still wish to retain the floor-covering then you should remove it before the work starts. If a new kitchen is fitted you will receive a contribution towards the costs of new floor-coverings.

Will I have to redecorate my kitchen?

Whilst we will take the utmost care we would expect the decoration to be damaged in some way and you may have to redecorate the kitchen and you will receive a contribution towards redecorating costs. In general we do not reinstate damaged tile work.

Will my bathroom suite be replaced?

We will survey the bathroom and instruct repairs as necessary. It is not our intention to renew entire bathroom suites as most are in good working order.

Will my bathroom flooring be damaged and will I have to redecorate?

In most cases where sanitary ware requires replacement then the new fitment will be of the same size so damage to decoration and floor-covering is kept to a minimum.

Can I have a shower fitted?

Showers will only be fitted on the recommendation of a Council Occupational Therapist. Our Assistant Project Officer will advise you of the procedure when they survey your property.

Will I need to lift my carpets?

Most carpets, vinyl or laminate flooring in your home will need to be lifted or at least rolled back to carry out the work. You can choose to lift your own carpets or you can choose to have our professional carpet fitter lift and re-lay your carpets. I would ask you to note that the contractor will not carry out any repairs to laminate floors.

Will there be a show flat?

Arrangements will be made to provide a show flat which all tenants are welcome to come along and visit. The show flat will have a typical heating system installed and be laid out with a display kitchen and bathroom allowing you to see the standard of work and the different units, worktops, doors and handles. There will be staff from the Project Team on hand to show you around and to answer any individual questions that you may have. We will write to you nearer the time to advise you of the date and location of the flat.

When will I receive financial assistance?

In order to assist you with the floor-covering and decoration costs the Council will make a one off payment in the form of a cheque. The allowance will be determined by the Assistant Project

Officer on completion of work. The cheque will be sent to you as soon as all the work is completed and passed by the Clerk of Works.

What if I can't manage to redecorate?

If you are over 65, or are in receipt of Disability Living Allowance then we can arrange for redecorating to be carried out for you.

What happens then?

The Assistant Project Officer or the contractor will visit you and discuss the extent of redecoration required, and will leave some wallpaper books for you to look through. The contractor will then make suitable arrangements to redecorate as required.

Code of Conduct for Contractors

The Housing Department is committed to providing high quality customer services. Our aim is to ensure that anyone who carries out work on our behalf that involves contact with our tenants delivers the same high quality of service you expect from us. A Code of Conduct for Contractors (see attached) has been developed that sets out the minimum standards expected from contractors and their trades people when working in or around your home.

The aims of The Code of Conduct for Contractors are:

- To develop a culture that puts the customer first.
- To ensure a consistent, high quality and professional service.
- To ensure tenants know what to expect when a contractor works in their home.
- To ensure tenants receive a polite and friendly service.

What happens before work begins?

We will provide you with relevant customer advice, information and notification in time to allow you to prepare adequately for the works to be carried out in your home. Most tenants will already have been visited by **Kaye King the Assistant Project Officer (01382 434528)** for this contract. If not, you can expect a visit over the coming months.

Will the contractor visit me before work begins?

McGill will make arrangements to visit you in your home to give you advice and assistance in preparing you for the work and discuss kitchen options if your kitchen needs to be upgraded. They will also confirm the actual dates that the works will start and finish, explain how the works will be carried out and the anticipated levels of disruption, provide practical advice on preparing for the works and arrange access times to your home.

How long does the work take?

The contractor has 10 working days to carry out all the work in your house. Heating systems can take up to 2 to 3 days to install with the majority of the work being carried out on the first day. Kitchen and bathrooms will take between 2-3 days. Despite the extent of work we do aim to ensure that you have hot and cold running water at the end of each day.

Will I be able to stay in my home when the work is being done?

Yes, in most cases you will be able to stay at home.

Give me some examples of why I would not be able to stay at home?

If you are elderly, infirm or immobile or if you have a severe health complaint we would not expect you to endure this work in your home and decants can be arranged in these circumstances.

Where can I go if I need to move out?

Our Assistant Project Officer will speak to you about this when they call. They will visit you at your home to speak about this before any work starts. They will decide with you the best option for the period of work. In most cases this will be a decant flat which you can move to. However, if there are none available we can arrange hotel accommodation for you or respite care if you are elderly or disabled.

If you need decanted you may choose to stay with friends or relatives during the work. If you choose to do this we will pay your rent and give you a cheque for £118 a week per adult resident in the household over 16 years of age, for a maximum of three weeks.

What can I do to help?

You can help us to provide a better service by allowing us access to your home, at agreed times, to carry out the works, keeping appointments and letting us know if you need to cancel and rearrange, being aware of your own, your family and any visitors' health and safety during the works, tell us about problems and complaints as soon as they occur and treat us with courtesy and respect and refrain from using inappropriate language or behaviour.

Please put away any valuable or sentimental items before the work starts, and make sure your household content insurance is up-to-date. We will provide you with packing boxes if you want them.

We appreciate that the work will be very disruptive for you and your family, however, in order that work is carried out speedily and safely we do require your full co-operation and understanding. You may prefer to vacate your house between 8.00a.m. to 5.00p.m., but there is no requirement for this. If you have any concerns, please remember to discuss this with your Assistant Project Officer. Please remember to provide the contractor with a key so that he can lock the house securely should it be unattended.

What happens when the work is complete?

We will provide good after care service and information and listen to what you have to say about our services; and make the required service improvements

Who do I contact if I have a problem with my new heating system?

We hope that all will go well with your new system, but sometimes there are teething problems. Please contact the Housing Investment Unit on **Tel. 434848** and we will arrange for the contractor to call within 24 hours to carry out a repair. Outwith office hours we run an emergency number which is **Tel. 434343**.

What if things go wrong?

Please contact the **Housing Investment Unit** on **Tel.434848** and ask for the Project Officer or Assistant Project Officer that has been dealing with your contract. Or you can write to us at the following address: Housing Investment Unit, Dundee City Council, Dundee House, Dundee, 50

North Lindsay Street, DD1 3NB. Alternatively you may wish to complain via the Council's on-line Corporate Complaints System at www.dundee.gov.uk.

What if things go well?

Don't forget to let us know when we get it right. The Council and contractors, along with tenants' representatives are working to improve our service to you. It's equally important to know when things are going right!

Will you ask me how the work was carried out?

We will send you a customer satisfaction questionnaire when the work is complete. Please take time to complete and return the questionnaire and we will be able to consider all your views and take appropriate action to remedy any difficulties identified from it.

Do you have a smoking policy?

Dundee City Council is a Smoke Free Authority and as such does not permit smoking in its buildings. If you, or your relatives and friends, are smokers could we kindly ask you to refrain from smoking whilst our staff are in your house. We would like to thank you for your cooperation in this matter.

How will Dundee City Council Work with tenants & tenant groups

Working with tenants on an individual basis is very important and we are also very committed to working with new and established tenants group.

Our Project Officer is already working closely with the your local tenants group and will continue to attend meetings to brief group on the progress of the project.

We will also have on going dialogue and consultation with local residents in the Dallfield area about other local management initiatives aimed at tackling and preventing anti-social behaviour and restoring residents' confidence in the area.

Will the community benefit any other way?

As well as the extensive physical refurbishment and increased energy performance of the flats in Dallfield and the accompanying initiatives to combat anti-social behaviour, this project will leave a further community legacy. Scottish Gas will provide a community 'pot' of £40,000 for allocation by the community.

Housing officers will meet with the newly-formed Residents' Group in Dallfield to work up proposals for one or more initiatives that will benefit the community in the local area.

In addition, Scottish Gas will provide solar PV (photovoltaic) panels at two local Primary Schools, if the roof structures can support them. The PV panels - worth between £20,000 and £40,000 - will be installed free of charge and allow the schools to generate green energy for no cost, cutting as much as 20% (£400) off their annual fuel bill and saving 3.5 tonnes of CO₂ a year. As well as the environmental and economic benefit, these panels will be useful educational tools.

Output display modules will show the panels' activity and Scottish Gas will release new lesson resources to assist teachers with explaining the solar panels to pupils.

Final word on our service delivery . . .

We are committed to ensuring that we deliver our services in accordance with our customer service and we will ensure that our contractors work to our code of conduct. However, the very

scale of this work will ultimately result in some disruption and inconvenience to you and your family. Your co-operation, understanding and patience will be appreciated

Useful Contacts

Contact Centre	Housing Investment Unit	01382 434848
Repairs Centre	Dundee City Council	01382 434343
Kaye King	Assistant Project Officer	01382 434528 email kaye.king@dundeecity.gov.uk
David Conway	Project Officer	01382 434992 email david.conway@dundeecity.gov.uk
Dundee Energy Efficiency Advice Project		01382 434840 email deeap@dundeecity.gov.uk