

# Repairs that require scaffolding

## What is happening?

This leaflet gives some advice about scaffolding around your home during repairs and improvements. You will receive a letter detailing the exact dates and contact details in advance of the work.

## How it will happen

- A surveyor will visit the property for up to one hour
- You will be advised, by letter of proposed dates for the work. The work itself may be delayed by weather, in which case, additional dates will be notified
- Before starting work we will check the property for any damage and retain a photographic record for future reference for reinstatement and in the event of claims
- Scaffolding and access equipment will be erected
- The repairs will be actioned
- Within five days of the scaffold being removed, all remaining works will be finished and the external areas will get a final clean
- We will inspect the work and ask you to complete a satisfaction survey

## Inside your home

For internal work, such as installing extractor fans, we will request access into your property on pre-arranged dates. We will need to access the electric meter cupboard, which must be emptied to allow access, and it will be necessary to isolate the electricity for a short period of time.

We may also have to disconnect and reconnect TV or satellite aerial cables resulting in disruption to your TV reception.

## Cars in driveways

It is highly likely that you will need to remove your vehicle from the driveway. This will prevent possible damage and allow access for the scaffold.

## Health and Safety

To minimise risks be cautious of the equipment, platforms and hoists that may in use.

Accessible areas and walkways will be kept clear of obstructions and mess at all times. There may be debris in and around the scaffold areas which will be cleared when the scaffold is removed.

Tel: 01506 280000

## What you need to do

### Following the surveyor's visit:-

**Important: Please notify your insurance company that scaffolding will be erected at your property for the length of the contract.**

Ensure access for the engineers on the agreed dates as it will minimise disruption to you.

Please remove garden furniture prior to work. The council will not be responsible for damage.

Be aware that workmen will be able to see through windows and into your home.

Note that dates are provisional as are weather dependent.

### At all times:-

If anyone in the property has any special needs or may be affected by this work you should let the surveyor and engineers know as soon as possible.

Before you allow anyone into your home please ask for identification.

All our employees and authorised contractors carry photographic identification to be shown to you before entering your property.

Please call the supervisor number below if you have any concerns over this identification.

Valuables must be locked away and not left lying around. Any small ornaments and fragile items must be placed in a safe place. Foodstuffs must also be stored away.

### During the work:-

We will try to minimise the noise, dust and debris generated and we will clear your property and garden on completion.

There may be a requirement to have a skip in your garden or driveway. We will return the landscape original condition following removal.

During the work please ensure that you keep your doors closed and windows in a vented position only.

Allowing access is appreciated. This will ensure the works are completed with as little inconvenience to you as possible.

Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

