

# External painting of your home

## What will happen?

We will be painting the exterior of your home. This will involve:-

- Erecting scaffold, platforms or access equipment.
- Painting of fascia's, soffits, gutters etc.
- Painting of external render (where applicable)
- Painting of any timber windows, lining and doors

The work will take around two days.

## How it will happen

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 may check the property for any damage and retain a photographic record for future reference for reinstatement and in the event of claims.

The work on your home will be carried out.

Within five days of any scaffolding being removed, all remaining works will be finished and the external areas will get a final clean.

All landscaping will be returned to its original condition.

Following completion, we will inspect the work and ask you to complete a satisfaction survey.

## During the work

We may have to replace fascia, soffits etc. Occasionally we may have to locate a skip in your garden or driveway.

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

We may also have to disconnect and reconnect TV or satellite aerial cables resulting in disruption to your TV reception. We will reinstate these at the earliest opportunity.

## Health and Safety

Be cautious of the equipment, platforms and hoists that may be in use.

Access 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.

## What you need to do

**Important: Where applicable, please notify your insurance company that scaffolding will be erected at your property.**

Ensuring access on the agreed dates is appreciated as it will minimise disruption to you. Contact the council if anything changes.

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.

Please remove garden furniture prior to work.

Please be aware of the need for our employees to access areas near your windows.

Be aware that while most of the work can be done from the outside, some parts of doors and windows require to be painted on the inside and must be kept ajar until dry.

In some circumstances, the doors and windows can get stuck during the paint drying process. You may initially have difficulty in opening the door or window. Contact the supervisor below if this is the case and you are unable to open them yourself, and we will provide assistance.

If you require assistance to move furniture, or you can only grant access at specific times, please contact the person named in your notification letter.

## At all times

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

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

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

## 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.

## At the end of the Works

If you have any issues, comments or complaints about the works please contact the supervisor in the first instance.

Tel: 01506 280000



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