

## Working in your home during COVID-19

You will receive a letter from our contractor BRB Electrical informing you of a proposed survey date when we can come and look at your smoke alarm to see if it needs upgraded. They will give you as much notice as possible. If this appointment is not convenient or you are self-isolating please let us know as soon as you can.

BRB will phone you the day before and ask you a series of questions to ensure that you or anyone within the household are not experiencing symptoms of COVID-19 and you are still happy for the appointment to go ahead. On the day of the survey, the surveyor will ask you the same questions prior to entering your home.

Operatives are required to wash their hands immediately with hand sanitiser on arrival on site and regularly throughout the day, especially after sneezing or coughing and after eating or handling food, and again when leaving site.

Social distancing rules of 2 metres between each worker is to be maintained at all times, with COVID-19 rules to apply if a 2 metre distance is absolutely not possible.

Cleaning will be carried out to all high contact areas throughout the install.

Householders will be asked to stay in a separate room while work is carried out, with COVID-19 safe zones maintained at all times.

Prior arrangements will be made to avoid face-to-face contact e.g. when answering the door. Strict regimes on hand washing and respiratory hygiene will be adopted throughout the works, in addition to hands being washed or sanitised immediately prior to arrival.

There may be some noise and disturbance involved in carrying out the improvements, but the Contractor will try to keep that to the minimum.

Please let the PKC Tenant Liaison Officers know if you think that any members of your family, who have disabilities or medical conditions etc., may require special assistance during any works.



# SMOKE DETECTOR UPGRADE PROGRAMME

## 2021-2022

# FACTSHEET FOR TENANTS

TO HELP MINIMISE THE SPREAD OF THE COVID-19, THIS GUIDE INCLUDES ACTIONS THE CONTRACTOR MUST TAKE IN LINE WITH SCOTTISH GOVERNMENT GUIDANCE TO PROTECT YOU AND YOUR FAMILY AS WELL AS THE INSTALLATION TEAM.



**PERTH &  
KINROSS  
COUNCIL**



# SMOKE DETECTOR UPGRADE PROGRAMME

2021 - 2022

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### Why is PKC carrying out this work?

In February 2019, as a result of the Grenfell Tower Block Fire, the Scottish Government published legislation making it mandatory for smoke/fire detection systems in all domestic buildings, regardless of tenure, to be brought up to a new standard.

The new standard stipulates that all habitable and circulation spaces must be fitted with a smoke/heat detector.

The new alarm types mains powered with a battery back up. The alarms must be interlinked by means of hard wiring or radio frequency. The option for this contract is radio frequency to avoid unnecessary disturbance.

Although your property may already have some sort of smoke detection it might not meet the new regulations.

In the past we have only installed smoke detectors in the hall(s). The new system requires that smoke detectors are fitted in the halls, living room and dining room. There will also be a heat detector installed in the kitchen. If you have a gas cooker or the boiler is located in the kitchen there will also be a Carbon Monoxide detector installed too. This will come as one unit and it is a combined heat and carbon monoxide detector.

### Cost of the work

The Council is investing over £1.82 million pounds in this project over the period from March 2021 to March 2022

### Who is carrying out the work?

The Main Contractor for the project is BRB Electrical of Glasgow.

### What will happen before work starts?

If your smoke detector needs upgraded the Contractor will contact you if required before work begins to confirm the specific details of the work to be done in your home.



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### Can I change the installation date?

The contractor must make sure that the installation date is convenient for you. If you have an unforeseen problem like sickness in the family, the contractor will re-schedule the work for your home.

It would be helpful if you could let us know of any holiday arrangements that may coincide with the work on your house as soon as you can by telephoning the contract manager or the PKC Tenant Liaison Officer (details at the end of this factsheet).

### How much notice will I get?

The contractor is required to give you at least 14 days written notice prior to installation commencing in your home, however this is not always possible. Due to the quantity of installs being done in a short period of time, the contractor may contact you and give you less than 14 days notice. If you are not happy for the work to go ahead then please let the contractor know and another date will be arranged

### What are the working hours?

The normal site working hours are 8.00am to 5.00pm, Monday to Friday. The contractor may be allowed to work outwith these hours if the Council agrees. We will ask for your agreement if some weekend working is needed.

### How long will the work take?

In most cases the new smoke detectors will be installed within a couple of hours and you will need to provide access for the contractor on the arranged dates. As this is a legal obligation that the Council must undertake, opting out or ignoring the communication from PKC and/or the Contractor is not an option. If we are unable to gain access to your home to carry out the work then we will need to look at the option of forced access.

### Will there be a mess?

There may be some minor disruption involved when work like this is being done. However, the Contractor will advise you beforehand and they'll do all they can to keep this to a minimum. They will take steps to protect your furniture and fittings and will leave your home in a clean and tidy condition at the end of the install. If that does not happen you can report it to the Tenant Liaison Officer or the Project Manager (see contact details at the end of this factsheet).



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2021-2022

## FACTSHEET FOR TENANTS



### Can I stay at home while the work is done?

If you are staying in the house while the works are being carried out the contractor will ask you Covid-19 safety questions before work starts, as outlined at the start of this leaflet. You should also observe social distancing by staying in another room if possible.

BRB Electrical have had considerable experience of working on similar projects and have developed their working practices and procedures accordingly.

Please let us know, as soon as possible, if you think that any members of your family, who have disabilities or medical conditions etc, may require special assistance during the installation works.

### Will I have to move my furniture?

It is unlikely that any of your furniture will have to be temporarily repositioned whilst the Contractor installs your new detectors. However, if there is, the Contractor will advise you accordingly. If carpets need lifted to run new wiring, then the Contractor will arrange for these to be lifted and re-fitted.

The Contractor will not lift laminate flooring and it is your responsibility to arrange to have this lifted and re-laid if required. It is unlikely that carpets etc, will need lifted.

The Contractor can provide reasonable assistance to move and re-position any furniture and every effort will be made to ensure that no damage occurs.

### Can the workmen use my toilet & kitchen?

The contractor is required to provide their own welfare arrangements for their workforce.

Under no circumstances should the tradesmen use your toilet, or your facilities i.e. make a cup of tea in your kitchen.



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## FACTSHEET FOR TENANTS



### Will my electricity be used?

Most tradesmen now use battery operated tools. However, if you decide to allow them to make use of your electricity supply the contractor will be responsible for reimbursing you for the power used.

The tradesmen are not allowed to use your electricity to charge their tools without your permission.

### What if something in my home is damaged?

The contractor will do their very best to protect your belongings against accidental damage.

If you discover that an item has been damaged you should tell the contractor's site supervisor who will look into your complaint.

The contractor may ask you to complete a claim sheet.

If you can't reach agreement with the contractor about compensation or have any other queries about claims you can contact the Council's Corporate Insurance Section on 01738 475693.

### What if I need to make a complaint?

Generally it's best if you can sort things out there and then with the Site Manager / Supervisor.

If you can't get satisfaction from the contractor you should then report the matter to the Tenant Liaison Officer **Gemma Stewart** (Wednesday to Friday) on 01738 476248 or 07813 209 926

or **Rachel Mitchell** - Monday & Tuesday, 01738 476181 or 07967749312

E-Mail:

[RVMitchell@pkc.gov.uk](mailto:RVMitchell@pkc.gov.uk)

Or to the

Project Manager – **Richard Welch** on (01738) 476884.

If after that you are still not satisfied you may wish to complain formally to: -

**Nicola Lennon**, Service Manager

Housing Improvements

Pullar House

Kinnoull Street

Perth PH1 5GD.



# SMOKE DETECTOR UPGRADE PROGRAMME

2021-2022

## FACTSHEET FOR TENANTS



### What will happen when the work is finished?

The Contractor is required to complete the work to your satisfaction and so, if you are unhappy about any part of the work please advise the Contractor immediately as it is easier to get items rectified on the day rather than at a later date.

If there is other works needing done which can't be done on the day, the Contractor will advise you and give you an approximate timescale on when these works will be carried out.

If you should find any difficulty in getting the Contractor to complete the work to your satisfaction, then you should report the matter to the Tenant Liaison Officer.

### Operating your new smoke detector

The Contractor will leave you with all the Operating Instructions and other information about your new Smoke detectors for future reference.

The new smoke detectors that the Council are installing use the latest technology and should be easy to clean and operate. It is very important that you should fully understand how to operate the new technology involved with the new smoke detectors.

For this reason, it is part of the contract with the Council that the installer must give you a full demonstration of how to operate any new equipment.

We would strongly recommend that it is in your own best interests to insist that the installer explains the operation of the smoke detectors to you fully and that you do not let him depart until you are confident that you know how to operate them.

### What about any faults with the new system?

The contractor is responsible for repairing any faults for a period of 12 months after your heating is fitted. You should report any problems to the Council's Repairs and Improvements Team by telephoning 01738 476000.

Any breakdown or emergency calls outside normal office hours can be reported to the Council's Duty Maintenance Inspector on 01738 476000 (please mention it is a Contract Project).



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## What happens if there is a power cut?

If there is a loss of mains power the alarms will operate under battery power. With loss of mains power the green LED on the alarm will flash 1x every 48 seconds. When the battery is depleted the alarm's green LED will stop flashing and the yellow LED will flash and sound a chirp every 48 seconds.

Once mains power is restored the green LED will come on and the batteries will recharge and the chirp sound will stop. If after 2 hours the chirp sound persists with the green LED on then contact PKC.

## What does a flashing yellow light and chirp sound mean?

If the alarm's yellow LED flashes 2x, 3x or 4x and chirps sound then there is a fault with the alarm – contact PKC.

## What does a flashing red light mean?

If the alarm is activated by fire or smoke then the red light will flash, it will flash twice every 48 seconds for 24 hours after the activation event.

## How do I silence the alarms after an activation?

You can silence the alarms by pushing the hush switch in the hall. All alarms will silence except the alarm that was activated.

## Project Contact Information

Perth & Kinross Council Housing Improvements Team -  
Telephone **(01738) 476000** (Option 1)

E-mail: **Housingimprovements@pkc.gov.uk**

Emergency Contact Number (24 hours) 01738 476000.

Your Project Tenant Liaison Officer:

**Gemma Stewart** – Wednesday to Friday (01738)

476248/07813 209 926

E-Mail: **GStewart@pkc.gov.uk**

**Rachel Mitchell** - Monday

& Tuesday, (01738) 476181/07967749312

E-Mail: **RVMitchell@pkc.gov.uk**

Council Project Manager:

**Richard Welch**: (01738) 476884

Email: **RWelch@pkc.gov.uk**

Contractor: Contractor

**BRB Electrical Ltd**

**19 Colquhoun Avenue**

**Hillington, Glasgow**

**G52 4BN**