



CROSS KEYS Homes

You'll be at home with us

Laminate and wood flooring

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگوئید .

نه گهر بؤ تیگه یشتنی نهم نامیلکدیه ههر جزوره ناسته نگیکت هه به نهوا ده توانین کاریکی وا بکدین موته رجینک ناوهرؤکی نهم نامیلکدیه ت بؤ شی بکاته وه . نکایه بهم ژماره تله فون نه **01733 385116** پیروندیمان بی بکه .

پیوسته ناویشانی خؤقمان بی بدهیت و پیشمان بلئیت به چ زمانیک قسه ده کدیت .

اس دستاویز کوسجھنے میں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Laminate and wood flooring

If you wish to install laminate or wood flooring you must obtain written permission from Cross Keys Homes under our minor improvement policy prior to the work being carried out. You can do this by completing the form on the last page of this leaflet.

Permission will usually be given subject to the following conditions:

- The flooring should be laid in a professional manner and existing skirting boards must be left in place
- It will be your responsibility to pay for any maintenance to the flooring
- You will be responsible for the removal and reinstatement of all, or part of the flooring, if there is a need for Cross Keys Homes to undertake maintenance work under the floor
- At the end of your tenancy, you will have to arrange for the removal of the flooring and the making good of the existing flooring
- Any damage to the laminate/wood flooring caused by water leaks/removal of fixings or fittings will not be the responsibility of Cross Keys Homes or its contractors. You will have to claim off your household insurance policy so we advise you to check the flooring is covered by your policy

Please note that laminate flooring is not suitable for wet areas such as kitchens or bathrooms unless recommended by the manufacturer so in most cases permission for this will not be granted.

Noise and hard floor surfaces

Research has shown that when a carpet is removed and replaced with wood or laminate flooring the noise your neighbour experiences will increase significantly.

If you live in a flat, the removal of carpet in your home could change the noise levels in your downstairs neighbours' home from relatively quiet to unbearable. If this situation continues their health and well-being may suffer and may cause neighbour disputes. It may also result in legal action being taken against you.

To avoid disturbing your neighbour you should install a resilient underlay under your flooring. Wearing soft soled shoes, such as slippers, will also reduce the noise you generate.

Using a resilient underlay helps to:

- Reduce noise transmission to your neighbours
- Prolong the life of your laminate or wood floor
- Reduce the noise and vibration in your home
- Allow the floor to reduce injuries to children and the elderly when they fall
- Avoid the potential for neighbour disagreements

Best practice for installing laminates and wood flooring:

- Lay the approved underlay
- Lay the laminate/wood floor so that it stops at least 20mm from the wall of the existing skirting board
- The 20mm gap to all edges and thresholds to other areas is covered and fixed - normally a quadrant bead of 25mm is fixed to the skirting only (this allows thermal movement to the flooring)
- Pull the underlay around the edge of the laminate
- Trim off any protruding underlay if necessary

Useful contacts

If you have any questions contact our repairs' centre on freephone: **0800 328 2742***.

*** This number is not free when calling from a mobile and will be charged at your mobile rate.**

Notes:

A series of horizontal dotted lines for writing notes.

Request to install laminate or wood flooring

Please fill in the below details and return this form to your area office.

Mr/Mrs/Miss/Ms:

Address:

.....

.....

Telephone:

I/we wish to notify Cross Keys Homes that we are intending to install laminate or wood flooring to the above address of which I/we are the tenant/s.

I/we understand that such works will be at my/our own expense.

If the work is not up to satisfaction on the final inspection by a Cross Keys Homes' maintenance surveyor, we will rectify it within one month at my/our own expense.

I/we agree to adhere to the information given in the laminate and wood flooring leaflet.


Signed: Date:

Surveyor's Satisfaction

Signed: Date:



**NATIONAL
HOUSING
FEDERATION**
member

 **business for neighbourhoods**



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Cross Keys Homes Limited is a registered charity, registered number: 1104746

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