

Looking after your home

External painting and repairs

Factsheet BS3

We repair and paint external woodwork, pipes and gutters every seven years. This factsheet tells you about having your home painted and what to do if you have any problems.

Who will do the work ?

We employ a specialist painting contractor in each area. Your letter tells you who it is and how to contact the site manager whose job is to oversee the work and keep you informed.

When will the work be done ?



The letter shows when painting will start in your area and when you will be visited to assess what work your home needs. You will know in advance when your work will start. The site manager will try to fit in with any plans you may have.

Do you need someone to be at home?

Yes! We need to have doors and windows open for painting. If you agreed someone would be home, please make sure they are. If there's an emergency and plans have to change, please help by letting the let the contractor know in advance.



Can I choose the colour ?

Yes! You can choose the colour of your doors, gates and any pipes or gutters that need painting from our range of twenty choices. We will treat windows painted white or stained to match the existing colour. If you live in a flat, everyone will have a say in choosing the main front door colour.

City of York Council Building Services



Technical advice (01904) 553094 General advice (01904) 553711



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What work will be done ?

We will repair woodwork, door locks, window catches, pipes and gutters before painting. We will service upvc window hinges and clean frames. If there is anything you feel needs attention, please tell us when we visit.

How long will the work take ?

We depend on dry weather for external work. If we get it, work usually takes 2 weeks but if a lot of repairs are needed, it can take up to 4 weeks. Rain will unavoidably delay external work.



What happens on painting day ?



You'll need to take curtains and nets down or tie them back ready for painting. (Please ask the site manager if you need help with this)

Leave doors and windows open as long as possible to let paint dry.

The contractors all carry ID cards. They will keep disturbance to a minimum, so no shouting or loud radios. They will respect your home and garden, work cleanly and safely and clear up at the end of each day.

**So your paintwork doesn't stick, please
open your windows and doors every day for at least 2 weeks**

What if I have any problems or complaints ?

Everyone wants a good job, well done so talk to the contractor first and they will try to put things right. You can always speak to the site manager as well or the council's surveyor - both their names are on the enclosed letter. Other contact details are on the front of this factsheet.

What happens when the work is complete ?

The site manager and the council's surveyor will separately check the completed work is of good quality and that you are happy with it. If there is anything you feel is unsatisfactory, please make sure you let them know. We won't pay until everyone is happy with the work.

We'll also ask you to complete a short survey to tell us how everything worked for you. Your feedback will help improve next year's programme.

Value for money, quality work and customer satisfaction are our aims.

Polish : To jest o posiadanie zewnątrz domu malowane. Możemy dostarczyć te informacje w swoim własnym języku

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