

HARD WOOD FLOORING



Our approach to hard wood flooring

If you are a secure or assured tenant, you can make changes to your home. However, before you start any work, you need to get permission from us in writing.

We do not encourage residents to install floor coverings that are solid, fixed and/or difficult to remove, such as laminate or hard wood flooring. This is because these types of flooring often reduce the level of insulation in the floor and can cause significant noise levels for your neighbours. These floor coverings can also make it difficult to access pipes under the floor or cause other issues when carrying out repairs and maintenance.

For these reasons we will only give permission to lay a hard wood or other solid floor if the following conditions are met:

- ▶ adequate underlay and insulation of a high quality must be used to minimise the impact the flooring will have on your neighbours.
- ▶ you agree that you will be responsible for the cost of replacing the flooring if it is unavoidably damaged during essential maintenance works to your home.
- ▶ In the case of a leak or other accidental damage, Octavia are not responsible for the cost of replacing it.

Noise nuisance

When a carpet is removed and replaced with wood or laminate flooring the noise levels experienced by your neighbours, particularly if they live in a flat below you, increases significantly. For your neighbours, the noise environment can change from relatively quiet to unbearable.



This can reduce their enjoyment of their property and can lead to significant distress, tension and even legal disputes between neighbours.

If we have given permission for you to lay a hard wood or laminate flooring, it must be laid responsibly. We will have to ask you to remove the flooring if it creates noise nuisance for neighbouring tenants.

What we mean by laying hard wood floors responsibly

Please follow this advice to minimise noise nuisance and avoid causing your neighbours distress.

Installing laminates and wood floors

Step 1: lay your underlay so that it lies flat and not uneven.

Step 2: make sure the underlay edges are abutted and do not overlap, as this will create an uneven surface for your laminate/wood floor.

Step 3: lay the underlay so that it has at least 10cm extra, turned up at each perimeter wall.

If existing skirting not being removed:

Step 4: lay the laminate/wood floor so that it stops at least 2cm from the wall or existing skirting.

Step 5: pull the underlay around the edge of the laminate.

Step 6: fix a small wood channel to the base of the skirting or wall, so that the underlay passes between the floor and channel.

Step 7: trim off the protruding underlay.

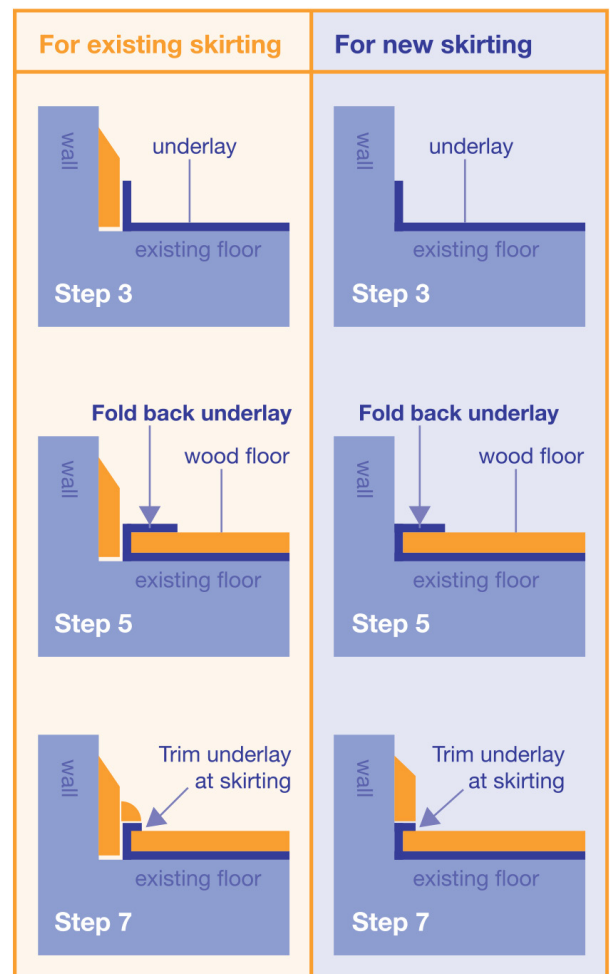
If using new skirting or removing and re-using old skirting:

Step 4: lay the laminate/wood floor so that it stops at least 2cm from the wall.

Step 5: pull the underlay around the edge of the laminate.

Step 6: fix the skirting to the wall so that the underlay passes between the floor and skirting base.

Step 7: trim off the protruding underlay.





What will happen after you request permission for a home improvement

We aim to confirm in writing our decision within 10 working days of receiving the necessary information from you. We will also ask you to pay an administration fee which will be based on 15% of the value of the works or a maximum of £75.00

How to contact us about improving your home

Please make your request in writing to our asset management team at our head office address at Emily House. See the reverse of this leaflet for the full details., providing information about where in your home you plan to use hard wood flooring, the type of flooring material and the level of underlay that you intend to use. The more information you can provide, the sooner we will be able to let you know our decision.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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