

Housing Investment & Planning Team
Kilncraigs
Greenside Street
Alloa FK10 1EB

Tel: 0845 055 7070
Fax: 01259 225173

email: hipt@clacks.gov.uk

Lead & Iron Water Pipe Replacement



**Clackmannanshire
Council**

www.clacksweb.org.uk

Housing Services

Housing Investment & Planning Team



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Council**

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This leaflet tells you about the improvement work in your home. Please read this leaflet and keep it in a safe place for future reference.

Why is this work being carried out?

Lead or Iron was commonly used for all water supply pipes until the 1960's and officially became illegal in 1969. Although water is treated small amounts of lead can find their way into the water system from old lead pipes, as can rust from iron pipes.

When water lies in contact with lead service pipes, lead lined tanks or lead solder, particularly for long periods it can absorb lead. The longer water lies in contact with lead, the more lead will enter the water.

A risk that is associated with lead is the potential effect that it could have on children and unborn babies. For this reason it is important to keep lead levels in drinking water down to the lowest level.

In addition to the health risks, older lead and iron water pipes tend to have corroded inside, resulting in poor water flow and are more prone to leakage problems.

By law drinking water must meet a strict standard on the level of lead in drinking water. The maximum limit (Prescribed Conservation or Value – PCV) for lead in drinking water from your tap is 25 micro grammes per litre. This limit will be further reduced to 10 micro grammes per litre from the end of 2013.



All our publication can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 0845 055 7070 and ask to speak to the Investment Programmes Officer, who will arrange for translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

حتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى. نرجوا منك الاتصال على الرقم 01259450000 واطلب التكلم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسال موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者 你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczoną, zadzwoń pod numer 01259 450 000 i poprosz o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosić o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لیفلٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو برائے مہربانی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیشن کا بندوبست کرے گا۔ یا پھر آپ اس لیفلٹ کو ٹیکسٹ کے ذریعے ہر مقام پر بھیجیں۔
ہاؤس پر لائے ہیں اور ریسیپشن پر پوچھیں۔
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How do you know the work is done properly?

Clackmannanshire Council's Clerk of Works will make sure the work is completed properly and complies with the detailed specification given to the contractor.

Security

You should check the identity of any individual before allowing them into your home, Council staff and contractors working on our behalf carry identity cards. If you are in any doubt about visitors at your door, do not let them in.



As materials need to be brought in during the work the front and back door may be open for some of the time, during this time the contractor is responsible for your property.

Complaints and queries

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact the Investment Programmes Team on 0845 055 7070.

If you have any complaints about the work or conduct of the contractor or his sub-contractors, please contact us immediately on the telephone number above or in writing to the address give at the end of this leaflet.

Warranty

The work includes a one year defects warranty period from time of installation. If anything goes wrong within that period please contact the Investment Programmes Team on telephone number 0845 055 7070, and we will instruct the contractor to carry out the necessary repairs.

What work is involved in the Lead & iron Pipe Replacement?

Clackmannanshire Council's Housing Service has an ongoing testing and upgrading programme. Where analysis shows PCV is 25mg or higher we will check whether you share your supply pipes. If you are an owner occupier we will advise you on whether or not any payment will be required from you (full details will be provided by Scottish Water), where the pipe supplies council properties these will be upgraded at the Council's expense.

New blue MDPE pipes will be laid in a trench from the boundary of the property, between 750mm (2ft 6in) and 1350 mm (4ft 6in) deep. The pipe will enter the property and remain at that depth for a minimum of 750mm (2ft 6in) from the external face of the wall before it rises to your internal stop tap. If the section of pipe from the stop valve to the kitchen tap used for drinking water is also lead, iron or copper with lead solder, this will also be replaced. Where the new pipe enters the premises through the foundation or is buried under the building (excluding suspended floors) ducting will be used.



When will the work start?

Following the appointment of a contractor our Contracts Liaison Officer will write to tell you of the intended start date for work in your area. There may be a slight delay as the actual start date is approximate and will depend on our discussions with the contractor and any other phases. One week before we start work in your home, the contractor will tell you the actual date for beginning work.

The Council's Contracts Liaison Officer will handle any queries or complaints, they will be your main point of contact within the Housing Service for this work in your home.



How long will the work take?

Generally the internal work will take a day to complete depending on the amount of work required; the contractor's representative will provide you with more details when they visit you.

What should I do before the work starts?

The contractor's representative will contact you approximately two weeks before the work is due to start and explain what you need to do.

The contractor will let you know if you will need to lift any laminate flooring you have in your home. **You** will be required to lift the flooring before the contractor starts work. The Council cannot be held liable for any damage to floor coverings left in place during the work.

Will there be any disruption?

The majority of the work will be done outside of your home, within normal working hours 8am – 6pm. Disruption will be kept to a minimum however it is likely that you will experience some noise for short periods.

The contractors will treat you and your home with courtesy and respect. They will use dustsheets; clean up any mess and pack away equipment at the end of each day.



The contractor must follow safe working practices at all times and any broken fittings, piping and debris will be removed directly from site or placed in the contractor's skip for removal later.

If you have any questions about the work, the contractor will answer them when he/she visits to check the work.