



# Decoration Voucher Scheme

*...your guide*

**If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com).**

A → A



## Introduction

Our decoration voucher scheme aims to make life easier for you. It is an easy way for you to buy paint, wallpaper and other items to decorate your home. This booklet tells you how to use the scheme and offers you some handy tips on how to decorate your home.

## Your vouchers

Your vouchers should have your name and an expiry date on them. Please contact us if they are missing. The vouchers are issued at the amount agreed at the time you let your home from us or after we completed improvement work in your home. If you lose or have your vouchers stolen you will need to contact us to arrange new ones to be issued and to make sure that we cancel the stolen vouchers. If you have any queries please contact our finance team on 0845 849 2000.

## What can I buy with the vouchers?

The following table shows you what you can and cannot buy with your vouchers.

What you can buy with your vouchers	What you cannot buy with your vouchers
<b>Paint</b>	
Primers	Artex
Undercoat	Masonry
Gloss	Shed and fence supplies
Emulsion	
Textured paint	
Removers	
<b>Wall Coverings</b>	
Lining paper	Woodchip
Wallpaper	Wall tiles
Embossed whites	
Borders	
<b>Cleaning Materials</b>	
White spirit	
Sugar soap	
Wallpaper stripper	
Turps substitute	
Methylated spirits	

<b>Tools</b>	
Paint scrapper	Tile cutters
Wallpaper edger	Grout spreaders
Filler knife	Power tools
Stripping knife	Ladders
Dust sheets	
Mould cleaner	
Wallpaper stripper	
Wallpaper scourer	
<b>Other</b>	
Masking tape	Paste table
Glass paper	
Sander sheets	
Steel wool	
<b>General</b>	
Fillers/abrasives	Shower sealants
Adhesives	Putty
Brushes	Grout
Paste	
Rollers and trays	

## Where can I spend the vouchers?

You can only use the vouchers at approved stores. The shops taking part in the scheme are:

Shop	Location	Telephone Number
Boyes & Co Ltd	221-229 Freeman Street, Grimsby DN32 9PW	(01472) 358568
Crown Decorator Centre	Ladysmith Road, Grimsby DN32 9EF	(01472) 356185
Homebase Ltd	Victoria Street North, Grimsby DN31 1NT	(01472) 359642
Ramsdens	Cleethorpe Road, Grimsby DN31 3BZ	(01472) 313100
Wilkinson Stores	48 St Peters Avenue, Cleethorpes DN35 8HP	(01472) 694867
	6 Bull Ring Lane, Grimsby DN31 1EB	(01472) 360013
	48-52 Freeman Street, Grimsby DN32 7AG	(01472) 357974
M & N Moore	113 Pelham Road, Immingham DN40 1JW	(01469) 572434

## Can anyone go to the shop to use them?

The vouchers are in the tenant's name. The store will check the vouchers and only hand over the goods to the person named on the voucher. You (or your joint tenant) must go to the shop in person. You must take proof of identification with you. Please make sure you take;

- your tenancy agreement **and**:
- a form, of photograph identification, for example your driving licence or passport

If you take the wrong identification or the wrong person goes to the store, then the shop will not let you spend the vouchers.

You should contact us if you have a special requirement that means you cannot go to the store and we will let someone else use the vouchers for you.

## What if I have not got any photograph identification?

If you do not have any photograph identification then please let us know. We will give you a letter which you can take to the store allowing you to still use the vouchers.

## How can I use or spend the vouchers?

You must take your original decoration vouchers (photocopies will not be accepted) to your chosen store. When you have selected the items you want to buy, take them to the checkout and give your vouchers to the cashier. The cashier will check that each voucher is valid and within its expiry date. They will ask you for your proof of identification. It is important that you use the full value amount of the voucher, as no change can be given for the value of the unused part of the voucher.

## Is there a time limit on the vouchers?

Yes - the vouchers must be used within six months of being issued or they will become invalid.

If you do not use your vouchers within the six months they will not be re-issued, unless you have exceptional circumstances.

## Can Shoreline check that I have used my vouchers?

We can tell if you have used your vouchers and we reserve the right to visit your home to see if you have decorated your home with products bought with the vouchers. If the vouchers have not been used to buy products to decorate your home, you may be recharged to the value of the vouchers.

## How to decorate

We have put together some handy hints and tips on how you can go about decorating your home. When carrying out work, please remember you are responsible for any damage to the property which is not considered fair 'wear and tear'. Do not remove radiators, skirting boards or electrical fittings as you will be charged if this causes damage to your home.

### Decorating – Hints and tips for you to consider

#### Painting tips

- Before starting work make sure the room is prepared;
  - remove any free-standing items,
  - cover carpets and large objects with dust sheets so they do not get damaged,
  - protect any areas which do not need painting with masking tape.
- Make sure surfaces are prepared correctly. Woodwork will need lightly sanding and any flaking paint should be removed. Any areas affected by mildew or condensation will need wiping with household bleach to kill off spores which can cause the problem to happen again. All surfaces will need to be wiped with strong household detergent or sugar soap, and then rinsed with clean water and allowed to dry.
- When painting wood make sure you use a suitably sized brush. Put some of the paint into a clean container or bucket, as this is easier to handle than a full tin of paint. Dip the brush into the paint to about a third of the way up the brush bristles. Do not overload the brush with paint as it will drip and spill. Apply the paint to the wood in long sweeping strokes, brushing in the direction of the wood's grain until the brush begins to run dry. Then re-load the brush with more paint and apply to the next area, making sure the two areas are blended together quickly.
- When you are painting large flat areas such as walls or ceilings use a roller and tray as this is quicker. Before starting, paint a band of around 2 inches around the corners, skirting and ceiling with a paint brush as the roller will not reach to the edges of the walls.

#### Cleaning painting equipment

Your brushes will last longer and perform better if you clean them straight after you have used them. If you have been using emulsion paint you should clean your brushes using hot soapy water. If you have been using gloss paint you should clean your brushes with white-spirit. If you forget to clean your brushes and they become hardened with paint you should soak them overnight in white spirit. The next day, the softened paint can be washed out using hot soapy water. Before you put your brushes away for storage, you should wrap them in cling film to make sure that they do not get dirty.

#### Wallpaper stripping

Before you begin wallpapering you should make sure that you strip and remove any old wallpaper from the walls. It will be difficult to remove old wallpaper if it has been hung on the walls for a long time or it has been painted over.

To strip old wallpaper you should;

- use a sponge or brush to soak the surface of the walls with warm soapy water,
- leave to soak for ten minutes,
- use a scraper to remove the loosened paper.

If you still can't remove the old wallpaper try soaking the walls again. Keep repeating until you can remove the old wallpaper.

If you do not want to remove the old wallpaper by hand you could use a steam stripper. These are available to buy or hire.

For more stubborn papers, such as those coated with layers of paint, carefully use a knife, scissors or the edge of a wallpaper scrapper to slash the paper. This will allow the steam or the water to reach the glue and loosen the old wallpaper.

**When using water or steam make sure that you switch off all electrical appliances in the room to prevent electric shock.**

## Wallpapering

You will need the following equipment;

- a pasting table
- brush
- bucket
- measuring tape
- pencil
- wallpaper paste
- scissors
- paperhanging brush
- plumb line (a piece of string with a small weight attached)
- ruler
- step ladder
- wallpaper

You should mix the wallpaper paste in a bucket following the instructions on the packet.

Heavy and good quality wallpapers are easier to hang than light weight papers which can easily tear when you wet them. Try to buy wallpaper rolls that have the same batch number so that they are an exact colour and pattern match. You should work out how many rolls of wallpaper you will need for each room. You can use the following table as a guide but if you are still not sure you should ask the store for advice.

### Number of rolls of wallpaper needed

**Distance Around Room**

	30 feet	34 feet	38 feet	42 feet	46 feet	50 feet	54 feet	58 feet	62 feet
<b>Height from ceiling</b>									
<b>7 feet</b>	4	5	5	6	6	7	7	8	8
<b>7.5 feet</b>	5	5	6	6	7	7	8	8	9
<b>8 feet</b>	5	5	6	7	7	8	9	9	10
<b>8.5 feet</b>	5	5	6	7	7	8	9	9	10
<b>9 feet</b>	6	6	7	8	8	9	9	10	10

\* Numbers based on standard roll size of 33 ft long and 20.5in wide. The room size includes all doorways and windows.

Before you begin wallpapering make sure all your other decoration work is complete and your paintwork is dry. Make sure the surface of your walls is clean and even. We advise you to use lining paper as it is a good base to hang wallpaper on and it will create a smooth and even finish. So the joints of the paper do not clash with the wallpaper, you should hang your lining paper horizontally, across not vertically, down.

### Wallpapering - a step-by-step guide

- Start hanging the wallpaper next to the main window or main feature such as the fireplace.
- Use a spirit level or plumb line to mark a line for the starting position. Make sure it is level and even.
- Fix the plumb line to the wall and allow the end with the weight attached to hang and steady itself. Once it has, use a pencil to mark along the line in several places.
- Join the dots with a ruler to give a line from top to bottom. You now have a straight line for your first strip of wallpaper. You should do this every time you start to wallpaper a new wall to make sure the pattern (if you are using patterned wallpaper) still matches and does not slip.
- Measure the first length of paper from the ceiling to the skirting board making sure you add three or four inches to allow for trimming at either end.
- Unroll the length of wallpaper on to the pasting table. Because of the length of the paper, you will have to lightly concertina fold it into three sections, making sure you do not crease the paper.
- Paste all the individual sections of the paper making sure it is completely covered.
- Once you have pasted it, you can re-fold the sections ready for hanging.
- To hang the first piece of wallpaper, press the top half of the pasted length against the top of the wall, making sure you leave enough paper to trim at the ceiling.
- Gently smooth the paper into position keeping the side edge level with the plumb line.
- Brush outwards and diagonally, up and across from the edge of the paper to remove air bubbles.
- Don't worry if the wallpaper is not exactly level on the first go as you should be able to peel it back off the wall, re-paste and try again.
- For a neat finish, trim the extra lengths of paper you have left at each end. Use the back of the scissors to run the paper into the edge of the walls, ceiling and skirting board to create a crease line. This shows you where the excess paper needs trimming.
- To trim, peel the paper back, cut along the line with scissors and smooth it back into position using the brush.
- Use the edge of the previous length of paper as your guide and continue wallpapering around the room. Remember to match the pattern if you are using patterned paper.

## Wallpapering – the difficult parts

### **Door and window frames**

To make sure the wallpaper fits around the door, you will need to smooth the paper up to the frame. Use the scissors to cut the paper into the corner of the frame. Trim the paper in the same way as you did when you trimmed the overlapping length at the floor and ceiling when you were wallpapering the other walls.

### **Door and window reveals**

Hang the wallpaper as normal allowing it to overlap the reveal. You will need to cut the overlapping section level with the top and bottom edges and allow this central portion to cover the inside wall. The bottom edge will normally be a window sill or doorstep. Before pasting, you will need to cut a patch for the underside part of the reveal, which is slightly bigger than the surface area. Paste this section first, and trim as before and then continue and paste the larger piece for the inside.

### **Papering into corners**

You will probably find that there will be gaps in the corners of rooms, which do not allow a full width of paper to be used. You will need to measure the distance from the edge of the last length to the corner and then add about an inch. Measure and draw a line on to the paper and then cut. Hang and trim the wallpaper in the normal way, allowing the hand cut edge to overlap and be pasted on to the adjoining wall. You can then start hanging paper on the new wall and continue wallpapering as before.

### **Electrical switches and sockets (fixtures)**

Do not guess the position of a socket or switch. Let the wallpaper cover them so that you know their exact position. Make diagonal cuts in the paper to each corner of the outlined fixture. You should be left with four triangle shapes. Smooth and paste the paper around the fixture, trimming off any excess as before.

### **Trimming around radiators**

Trimming around radiators can be tricky, but it is possible to make a good job of this without having to remove the radiator. Switch the radiator off and allow it to cool down as hot radiators not only burn, but dry the paper out quickly. Hang the paper as normal and allow it to drop down in front of the radiator. Measure the position of the brackets and mark this on the paper. This should be a vertical downward line for each bracket showing its distance from the edge of the paper and the skirting board. Cut from the bottom of the paper up to the top of the mark. You can now lift the paper away from the radiator, paste it and feed it down the back of the radiator allowing it to hang either side of the brackets.

**0845 849 2000**

**[www.shorelinehp.com](http://www.shorelinehp.com)**

**[info@shorelinehp.com](mailto:info@shorelinehp.com)**



Registered in England and Wales: Number 4997871  
Registered Charity Number: 1107876  
Housing Registration Number: L4442

**Jan 2009**