

All About It – Windows and Doors

Why are we doing it?

The provision of a new door and windows is part of an ongoing programme of work to ensure that your home is weather-tight, warm, energy efficient and easily maintained. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts such as the windows and doors fail this standard and we will write to you to tell you if this work is required.

When are we going to do it?

We have a 5 year programme of works which identifies the properties that we wish to inspect over the next 5 years. Your copy of the 5 year plan will show when we intend to look at and carry out external works in your street or estate.

What happens next?

If work is planned we will write to you inviting you to attend a consultation meeting. This meeting gives an overview of the proposed works and gives you an opportunity to help shape the project and to influence what works are done. We will be able to tell you at this meeting how long it will be before contractors arrive.

You might also see surveyors measuring the existing windows. Any surveyor will be happy to show you their identification.

We may also need to inspect parts of the building or block which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

How long will it take?

Once the contractor arrives, the time taken to complete the work varies with the size of the property. As a rough guide, a single house or flat will take 1-2 days to re-window. A block will have scaffold erected before works start so contractors may be on site for up to 8 weeks depending on the size of the block. We will make sure that everyone is kept informed.

What you need to do

- ◆ Notify your home contents insurance of the proposed works.
- ◆ Pack up ornaments, pictures and other items within 2 meters of windows.

- ◆ Take down curtains, curtain poles and tracks, if you are elderly or disabled and require assistance, please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*).
- ◆ If scaffold is put up keep your main windows closed, apart from the top vent.
- ◆ Remove any personal items from within 2 meters around the building so scaffold can be put up.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special requirements.
- ◆ If you have a satellite dish, arrange for it to be removed, if you do not remove it and it affects the work you may be charged.

What will the contractor do? They will:-

- ◆ Carry out surveys before starting and arrange access with you
- ◆ Arrive at about eight o'clock in the morning
- ◆ Introduce themselves and show you identification
- ◆ Put dust sheets or boards down to protect your floors
- ◆ Protect your garden or grounds from glass and debris
- ◆ Remove the old windows and doors- this will be noisy
- ◆ Move small items of furniture, but not very large pieces
- ◆ Install the new windows and doors – this is noisy due to the need to use drills
- ◆ Make sure you are not left without windows overnight
- ◆ Repair small areas of plaster which is damaged due to the window installation
- ◆ Replace any furniture that they needed to move
- ◆ Clear up any mess at the end of each day
- ◆ Show you how to use the windows and doors and leave instructions
- ◆ Have a manager or foreman who you can speak to on a daily basis.

Important points

Sometimes we may need to carry out more than just window renewals. If scaffold is erected then we try to do other works as well such as repairs to concrete structures, walkways, railings or brickwork repairs. We will tell you if this work is also planned.

We are unable to match existing wall paper or paint, if the contractor has to repair small areas of internal plaster which become damaged, wall paper will be cut back to the edge of the opening and the reveal re-painted in white. You will be responsible for decorations beyond this.

If more widespread plaster repairs are needed we will discuss this with you.

There will be deliveries of windows and doors and materials which will need to be placed in your garden or around the block, contractor's vans will also be parked near your home. Please keep children away from these areas.

There will be skips placed in the road and around your estate for waste materials. These will be removed on a daily basis or when filled.

This type of work can be noisy and does create dust, however our contractors will do all they can to inform you when noisy or dusty work is starting and they will try to keep noise and disturbance to a minimum.

What happens if there is a problem?

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.