

Windows

This information outlines how we will plan any work to be carried out and how this work could affect you.



Will you be installing new windows in my home?

Our records show that your property may be ready to have new windows. We'll be in touch to arrange an appointment to carry out an inspection.

During the inspection, we'll make sure your windows are working properly and meet the Decent Homes Standard. We'll look at things like how old they are, if there are any signs of damage, and overall working condition.

If we find that your windows need to be replaced, we'll let you know right there and then. If we think they can be fixed instead, we'll talk it over with you. We'll then contact you at a later date to arrange a time to come back and make the repairs. If you have any questions, you can contact the repairs line directly on **01952 217313**. Just so you know, if we need to order parts, the repairs team might have to come back a few times.

Please note that an inspection is not a guarantee of work taking place.

What happens next if a decision is made to replace my windows?

If we decide to replace your windows, we will carry out a measurement survey at a time that suits you. During this visit, we'll answer any questions you have, make sure there's nothing that could slow down the work and see if there's any other work that needs to be done before we can start. Your new windows will be ordered within seven days of the measurement survey. They will take six to eight weeks to be made and delivered. As soon as we receive your windows they will be quality checked and then we will contact you to arrange a date for the fitting.

Some properties may have asbestos, which is a safety concern. So, we might need to do an asbestos survey before the window installation can get started. But if we already have this information from previous work done in your home, then we won't need to do another survey.

What work is involved in replacing my windows and how long will it take?

Depending on the number of windows at your property, the work will take approximately one to two working days to complete. If there's any extra work that needs to be done, it might take longer.

During the installation, your existing windows and frames will be carefully removed. Once that's done, the new windows will be fitted and white plastic finishing trims will be added to cover up any paint or wallpaper damage that might happen along the way.

Our installer will take care when removing your old windows, and try to do this without damaging the inside or outside of your home. If we notice any small areas of damaged brickwork, mortar, or render that need replacing or repointing, our installer will do their best to take care of it on the same day. However, if the repairs are more extensive, we may need to bring in a member of our building team or a contractor to handle it at a later date.

Depending on the amount of waste created, we will either take all of the waste with us on the day, or leave it somewhere safe at the front of your property and arrange for it to be collected as soon as possible.

What do I need to do before the work starts?

To help start the work as quickly as possible, we ask all customers to:

- ▶ Remove any personal belongings from around the windowsills.
- ▶ Make sure the area is clean and tidy.
- ▶ Make sure our installer can easily access the area around your windows.

If you need any help with any of this, please let us know ahead of time.

What disruption will there be?

The main disruption will be in the areas surrounding your windows. There will be some noise and workers will be in and out of your home many times. They may need to plug in their tools to keep them charged up, and supervisors may also visit to make sure everything is going smoothly.

What happens after the work is finished?

Once your new windows have been installed, we will ask you to take a look at them. We will show you how to use the locks, vents and any other fittings and ask you to have a go at opening, closing and locking them several times to make sure everything is working properly. We'll also come back at a later date to make sure everything is good. If there's something you're not happy with, please tell us and we'll try to fix it. You can call our office on **01952 217313** or email us at plannedinstalls@wrekin.com

We'll send you a survey to fill out within a week to see how you feel about the work, unless you've opted out. It's important to be honest so we can make our service better.

How will I benefit from having new windows?

- ▶ They will improve the appearance of your home.
- ▶ Your home will be more secure.
- ▶ Your home will be easier to heat, which will save you money
- ▶ The new windows need less maintenance.

Here's what you can expect from us when we come to work at your home:

- ▶ All of our staff will wear ID badges so you know who they are. They will be polite and respectful when they are in your home.
- ▶ Our work hours are from 8am to 5:30pm, Monday to Friday.
- ▶ The work might be a little noisy and messy, but we will try to keep it to a minimum and clean up at the end of each day. We will use floor protection when needed and make sure to clear away any waste.

Here's what we expect from you:

- ▶ Please make sure someone over the age of 18 is at home while we work.
- ▶ Be nice to our staff and clear away any obstacles in the work area.
- ▶ Let us know if the work date we give you doesn't work for you.
- ▶ Tell us right away if you have any special needs or concerns, or if there's anything important we should know before we start working.
- ▶ Keep pets and children away from the work area.
- ▶ And if you're not happy with something, please tell us.