

# Your guide to the window and door replacement scheme





# The window and door replacement scheme

This booklet gives important information about our window and door replacement scheme, what it involves, and how it could affect you. When we replace your windows and/or doors we fit new energy efficient double glazed ones that are designed to help reduce your energy bills and make your home more secure.

## **When will the work be done?**

Each year Homes for Northumberland carries out a programme of window and door replacements to a number of the County Council's properties. These properties have been identified as having old windows and/or external wooden doors that are in poor condition and in need of replacement.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, our contractor will visit you and confirm the exact date we will start work on your home.



## **How long will the work take?**

The work will normally take 2 to 3 days to complete, depending on the weather.

## **What should I do before the work starts?**

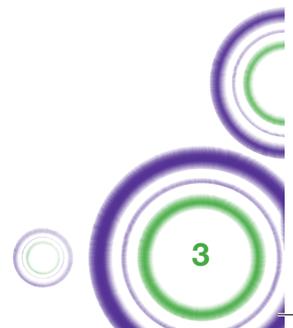
You should take down your curtains, nets or any blinds. If you have any fittings, furniture, ornaments or other valuables near your windows, please move them away. Any concerns you have regarding this should be raised with the surveyor at the time of his/her visit.

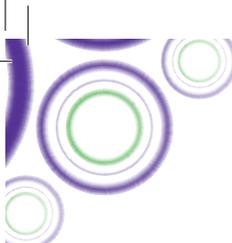
You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.

## **What choices will I have?**

We will fit your home with white U-PVC (plastic) windows with sealed double-glazed units. As we are obliged by law to comply with the requirements of the Building Regulations, you will not be able to choose the style of window yourself.

If we replace your front and back doors, we will fit high security composite doors (comprising a strong solid core with GRP (glass reinforced plastic) facings) and you will have a choice of styles and colours.





## How are the new windows and doors fitted?

The contractor will remove your old wooden windows. They will also remove your front and back doors and frames (unless we recently fitted new doors as part of a previous improvement scheme). The new windows and doors will be fitted in the existing openings.

The new windows and doors will have glass that is hard to break or remove, as well as good quality locks.

The windows and doors will also have high quality draught proofing and insulation to reduce the heat you lose from your home. This should help to keep down your heating bills.

You will have the option of having new plastic internal window sill boards fitted over your existing wooden ones. These white sills are easy to wipe down and will not need any decorating.

The contractor will take away your old windows and doors and dispose of them properly.

## Will my decoration be damaged?

The work will not usually damage internal decoration. However, the contractor may need to fit some plastic beading around the inside edge of the frames to ensure a good finish.

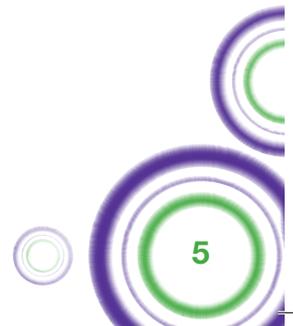
Should you have new sills fitted, you may find that you need to adjust the fit of your existing blinds or curtains as a consequence.

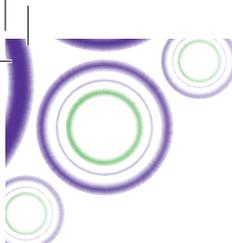
## What disruption will there be?

At times the work may be noisy and dusty and you may not be able to use some of your rooms while it is under way. Work will not be going on in all your rooms at the same time, so there will always be somewhere for you and your family to stay in comfort.

Work will stop during periods of heavy rain or high winds. Access to your home should only be affected while external door frames are being fitted.

Occasionally we may ask you to remove an existing main TV or Sky aerial or cable or a telephone extension line if it gets in the way while we fit the frames. We will tell you if this is a problem, but we will keep disruption to a minimum and we will put back the aerial or telephone line as quickly as possible.





## How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.

## Will I receive an allowance towards re-decoration costs?

The work should not damage your decoration, so we do not give a decoration allowance when we replace windows and doors.

## Security

**You should always check the identity of any caller before letting them into your home. Our staff and contractors carry identity cards. If you are in any doubt about anyone visiting your home, do not let them in.**

Because the contractor may need to bring materials into your house, the front and back door may be open for some of the time. The contractor will help you keep your property secure during the work.



For more information, call **01670 542424**, email **info@hfn.uk.com**  
or visit **www.hfn.uk.com**





Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
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MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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