



CLYDE VALLEY  
HOUSING  
ASSOCIATION

# Window and Door Renewal

What to expect

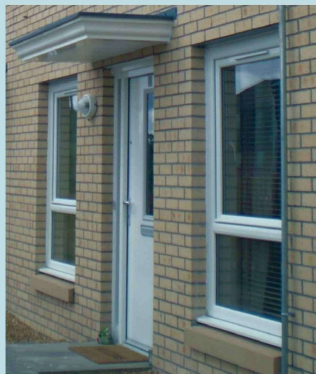


## About our window and door renewal service

### Introduction

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This leaflet gives you important information about window and door renewal work. It explains how the work will be carried out.



Please call 01698 268855 or e-mail [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.

## Why do we need to do this work?

We need to replace the windows and doors in your home to make sure they:

- meet safety standards;
- keep you safe and secure;
- are energy efficient; and
- to make sure your home is maintained to a high standard.

## What are the benefits?

You will have:

- new doors and windows that give good insulation and high-quality draught-proofing;
- new doors with a multipoint locking system providing greater security; and
- windows that meet British Standards for safety and security.

## What will the work involve?

Our contractor will:

- replace the existing front and back doors with new ones from the choices available; and
- replace your existing windows with new uPVC, double glazed units.

## What happens first?

- We will publicise our plans for the work on our website.
- We will write to you three months before the work, eight weeks before the work and then seven days before we start work.

- Our contractor will write to you to let you know when they will carry out a survey in your home (known as a ‘march in’) to identify the work needed. At the march in the doors and windows will be measured and you will choose your door style(s). You will also be advised of what you need to do to prepare for the work starting.
- Following the march in, our contractor will write to you with the date the work will start. This will be no later than seven days before the work starts.
- If the start date doesn’t suit you, contact the contractor as soon as possible.

If you do not let the contractor in to do the work as agreed, this will give rise to extra costs. If this happens more than once, you will have to pay these costs.

### What choice of door will I have?

You will be able to choose from four styles for your front and back doors when the contractor does the march in.

The door furniture that will be fitted will depend on whether the door is a front or back door, and will include:

- lever handles; and
- a letterbox on the front door.

### How long will the work take?

It will take one working day for the installation of the new doors and windows.

The contractor will aim to complete all the work in one day, however, access may be required the following day for any follow-up work.



## Can I stay in my home while the work is going on?

As there will be some disruption during the installation, we recommend that you have somewhere else to go while the work is being carried out. However, our contractor will minimise the level of disruption as much as possible.

During the work our contractor will:

- need access to your home between 8am and 5pm;
- tell you how many days they will need access to your home for;
- make sure that home is secure at the end of each day; and
- make sure that your home is left in a clean, safe condition.

## What will I need to do before the work starts?

Before the works starts you will need to do the following.

- Remove any valuables and store them safely.
- Remove all items from windows sills.
- Remove all curtains and blinds from the affected windows and doors.
- Move furniture away from the areas the contractor specified at the march in.
- Tell us about any special needs.

If you cannot do anything you have been asked to do to prepare for the work (for example, because of your age, disability, health condition or pregnancy), please tell us or the contractor as soon as possible.

## Redecorating after the work

Your new doors and windows will be fitted into the existing openings, keeping any damage to the surrounding walls to a minimum.

During the work the wall plaster may come loose, so the contractor will repair any damage, but will not carry out decoration.

## Safety

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Please make sure that you:

- keep people and pets away from work areas, tools and materials;
- take care when moving around your home and beware of any dangers; and
- follow any instructions the contractor gives you.

## Using your new windows and doors

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Following installation the contractor will show you how to use your new window and doors.

Your new windows will have 'trickle vents'. These open to allow a constant flow of fresh air. It is recommended that these are kept in the open position, as not having enough ventilation can lead to condensation.

If you have any problems after the windows and doors have been installed, please contact us.

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

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Our Technical Inspector and the contractor will inspect the work while it is being carried out and when it has finished. This will make sure that the work has been carried out properly.

We aim to make sure that all of the work meets the necessary standard first time. However, if the inspector identifies any faults, the contractor will be instructed to do the necessary work as soon as possible.

You will need to give the contractor access to carry out this work.

## Our standards for contractors and staff

We expect all of our contractors and staff to:

- provide an excellent service;
- introduce themselves and show you a name badge with a photo of them on it;
- explain the work they will be doing;
- be polite and behave professionally;
- treat you and your home with respect;
- not smoke, work under the influence of alcohol, play music, use offensive language or use your facilities;
- keep any disturbance to a minimum;
- use dust sheets and clean up at the end of the day;
- finish the work to the standards we set, using the high-quality materials we specify; and
- work safely to avoid putting you or your family at risk.

If you are not sure about whether or not the contractor calling at your home is genuine, phone us to confirm.

## What do I need to do if I have any problems?

If you have any problems, phone 01698 328279.





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Opening Times  
Monday - Thursday 9.00 am to 5.00 pm  
Friday 9.00 am to 4.30 pm

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