

Council Housing Management Service

What happens when...

My home needs new windows and doors...

Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

What happens next?

If your home is to be included on the new window and door programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

In preparation for the work, we may need to undertake removal of asbestos containing materials within your home. If this work is required, we will contact you directly to discuss this and agree an appointment for a specialist removal contractor to undertake this work.

Who will undertake the work?

We will select a contractor based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work at your home on this date. We will give you at least seven working days' notice before any work starts at your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey.

This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible.

How long will it take?

This will depend on the number of windows and doors to be replaced but generally for flats it is one day and for houses around two days to complete the work, which may include follow on work such as minor plastering. The contractor will discuss the length of time to undertake the work during the home visit when undertaking a pre-entry survey.

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operatives.

A programme of work will be developed, and you will be provided with an agreed appointment to carry out the work as well as an opportunity to inform on any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.



What does the work involve?

We have provided the information below which shares in more detail the work that needs to be undertaken:

Preparation: For the installation of windows on upper floor, scaffolding will be erected, prior to any work being undertaken.

Internal Space: Operatives will protect the internal space behind the door or window frame with dust sheets to ensure minimum disruption in your home.

Removal: The existing frames and units will be removed, and the openings of windows and doors will be assessed, cleared and cleaned of any leftover debris.

Installation: The new frames and units will be installed, and checks carried out to make sure they are fitted and secure with lock mechanisms aligned and installed.

Seal and Clean: Plastic trims will be used internally and externally to seal edges along with sealant to prevent air and water infiltration and left to dry for at least 60 minutes. If required, the filling and sanding of areas or minor plastering surrounding the window and doors will be undertaken by the contractor. All double-glazed units, frames and windows will be wiped down clean.

Handover: On completion of the work the contractor will check all work, including lock mechanisms.

Your home will be fitted with a fire escape window, and they will be identified by a green button to the handle with no key locking mechanism required.

In flats that have only one door to enter and exit, we will fit fire escape windows to all habitable rooms. In houses that have two doors, we will fit this type of window on the upper floor of your home.

All windows on the first floor or above are fitted with restrictors, which limit the opening of the window. These are fitted for your own safety and must not be adjusted or removed.

Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Scaffolding erected for window installation on upper floors**
- **Noise during working hours**
- **Relocation of your belongings both externally and internally to ensure they are not adversely damaged**
- **Dust from the removal of old frames and units and the installation of the new**

Will there be much damage?

The contractor will ensure that the surrounding areas are made good, and any filling and sanding of area is undertaken following the fitment of your new windows and doors.

What do I need to do before and during the work being carried out?

To help everything run smoothly and safely, please make sure you remove any obstructions both inside and outside your home, giving the contractor access to the area of work.

We ask you to remove all furniture and belongings externally and internally below and in front of windows and doors. We ask you to cut away any overgrown vegetation externally within gardens that might prevent work to be undertaken.

If you are unable to carry out any of this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the work areas.

Warning signs advising of potential hazards where work is being carried out will be placed at various locations. We ask you do not ignore them as they are there for your safety and welfare.

What happens after the work is finished?

The contractor will provide you with a set of keys for your new doors and windows. If you have any problems with your new windows and doors, please report as a normal repair.

Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk

