

# A guide to your new windows and doors



# Arranging the work

We replace windows and doors based on the condition of them, which we assess using stock condition surveys. Once we have planned your replacement we'll be in touch to discuss the next steps.



## Step 1

All our window and door replacements are completed by one of our contractors. They need an asbestos survey to be completed by our specialist asbestos consultants before work begins.

To get the work completed quicker, call our asbestos consultants as soon as you're instructed to book your survey. Contact details are in the letter about your window and door replacements.

## Step 2

Now you'll need to book your window and door survey with our contractor. Contact details are in the letter we've sent you. Please note no work can start until your asbestos survey has been completed.

New windows and doors will improve the look of your home and make it warmer, helping you to save energy. However, we understand that in some circumstances you might not want a replacement. Call us on 0800 013 8555 to discuss any concerns you have.



## About the asbestos survey



A qualified asbestos surveyor will visit your home and assess it for possible asbestos material around your windows and doors. If they think asbestos might be present, they'll take photos and samples with them to be tested.

This will involve looking at every room in your home, so they can complete an on-site risk assessment.

Your safety is our top priority. If the survey highlights any materials that put your safety at risk, we'll remove this before any further work is completed.



## About the window and door survey

During the survey our contractor will take internal and external measurements of your windows and doors.

They'll explain the installation process and check if you have any special needs they need to consider. They will also talk to you about choosing the style of your new windows and doors.

Before they leave, they'll make sure they have the correct contact details for any updates about the work.

**It's important that somebody over 18 is present for the surveys and throughout the work.**





## The installation process



### Clear the space

Please clear your window ledges and remove curtains and blinds. You'll also need to move fragile and valuable items out the way.

### Starting the work

All our contractors are DBS checked, wear uniforms and carry photo ID so you know who they are. Make sure you check the ID of any visitor before letting them into your home.

### Keeping you safe

For your safety, it's important that children, vulnerable adults and pets are kept away from the work areas.

### Disruptions

The work may create some dust and noise in your home. Our contractor will try to keep this to a minimum, using dust and ground sheets to protect your belongings.

### Length of the work

It's likely that our contractor will take a day to complete the work. If they have any issues, it may take longer.



## Looking after your windows and doors



### General cleaning

Regular cleaning will help your new windows and doors to look their best.

Most manufacturers recommend that you clean your windows at least once a year. You can use washing up liquid and water to clean UPVC window frames. Use white vinegar and microfibre cloths to clean glass.

Avoid using chemicals or high pressure hoses as these can damage the seals of your windows and doors.



# Condensation



Homes can become humid when cooking, bathing and drying laundry, which can cause condensation.

This can lead to damp and mould forming on walls or ceilings and make window frames wet. Always wipe up water that forms on windows in winter.



To reduce condensation in your home try our tips:

- Open the window to allow moist air to escape.
- If your windows have trickle vents ensure they're left open to allow more air in.
- Turn on your extractor fan to remove moist air.
- Keep the kitchen door closed when cooking. This will help to prevent damp forming in the rest of your home.
- Cover pots and pans when cooking.



# Contacting us

If you've still got a query after reading this booklet, feel free to get in touch with us.

You can contact us using the details below:



**0800 013 8555**



**repairs@ncha.org.uk**



**www.ncha.org.uk**

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