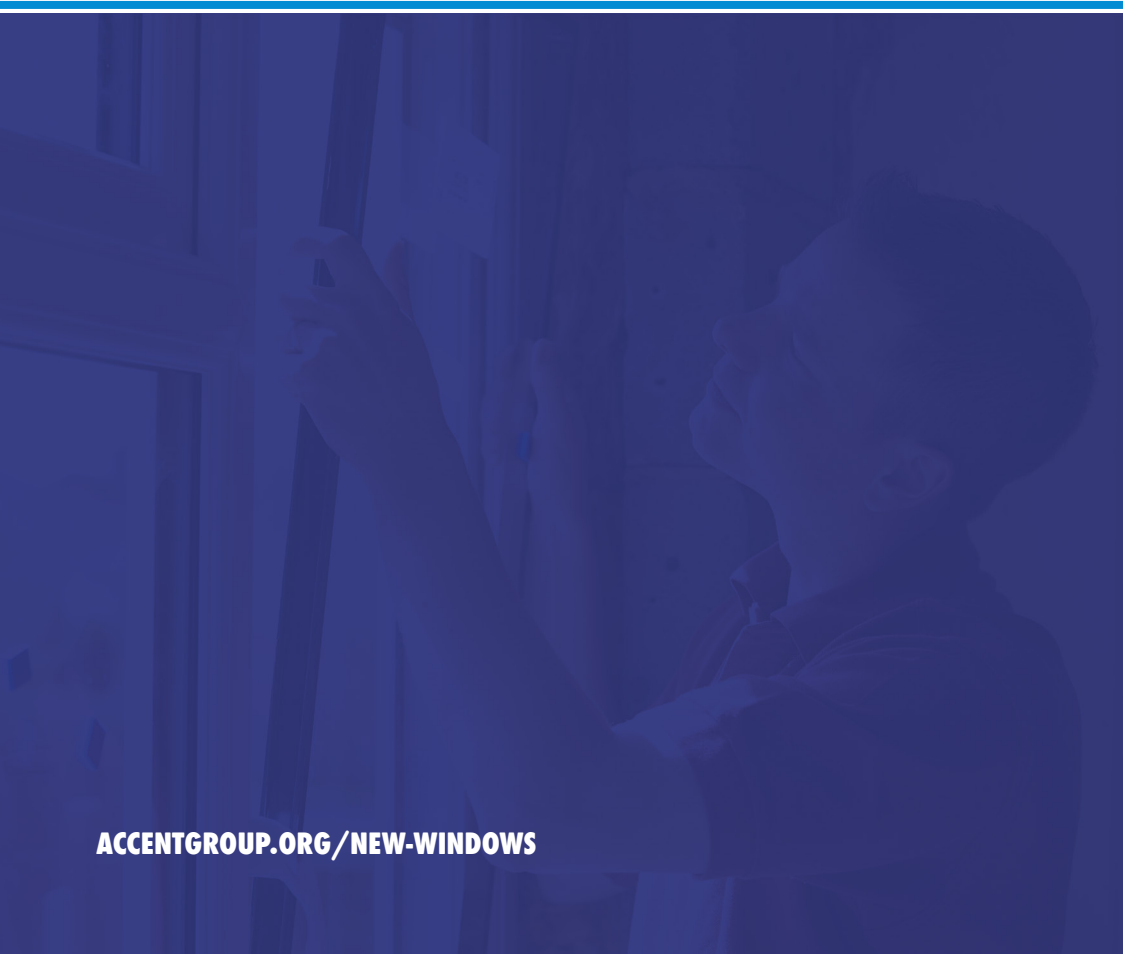




*Your home is soon to have...*

# **NEW WINDOWS FITTED**



**[ACCENTGROUP.ORG/NEW-WINDOWS](https://www.accentgroup.org/new-windows)**

This leaflet tells you about the work that is going to be done in your home, and how it will affect you. The leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way the work is carried out.

Our staff and contractors always carry identification (ID) cards. You should always ask for ID before letting anyone into your home.

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### **Why is the work being done?**

The windows in your home are due to be replaced in line with our Planned Maintenance Programme.

### **What work will be done?**

Our Contractor will remove your old windows and fit new ones.

Your home will usually be fitted with high performance, energy efficient uPVC windows with sealed double glazed units (subject to planning permission); however, in some circumstances we will be required to fit timber or aluminum windows.

All windows are designed and manufactured with high security features including locks and opening restrictors to ensure that your home is kept safe and secure.

They will also have high-quality draught proofing and insulation to reduce the amount of heat loss and help to keep down the cost of heating your home.

If your home has patio doors or french windows, these will usually be replaced at the same time.

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

You will be contacted by our Contractor when the work is due to start.

Our Contractor will employ a Liaison Officer who will be your main point of contact for any general 'on site' queries.

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

It will normally take one to two days to fit your windows. Any window removed will be replaced on the same day.

Other operatives will follow and finish off any work that needs doing after the windows are fitted.

When the work is finished, our Contractor and Contract Surveyor will need access to your home to inspect the work.

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

The Liaison Officer will call at your home before the work starts to tell you what you need to do.

### ***This may include:***

- Removing your curtains, blinds and any items on the window ledges. Note it will be your own responsibility to arrange for the refitting of any blinds or curtains and these may need adjusting to fit the revised reveal sizes
- Removing any furniture in front of the windows.

If you have any special needs which make it difficult for you to lift or move large items, our Contractor may agree to move things for you. They will not be able to accept any liability for damage to your belongings and may ask you to sign a form to say you agree to this.

## **How will this work affect me?**

There will be some noise and our Contractor will need to be in and out of your home. You may not be able to use some of your rooms while the work is being done.

Works will not be carried out in all your rooms at the same time so there will always be somewhere for you and your family to stay.

The access to your home should not be affected during the work.

Our Contractor will treat you and your home with respect. They will clean up any mess and pack away equipment at the end of each day.

When the work is completed you will be shown how to operate your new windows including how to lock and unlock them and how to operate the trickle vent and how to look after your new windows.

## **GET IN TOUCH...**

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