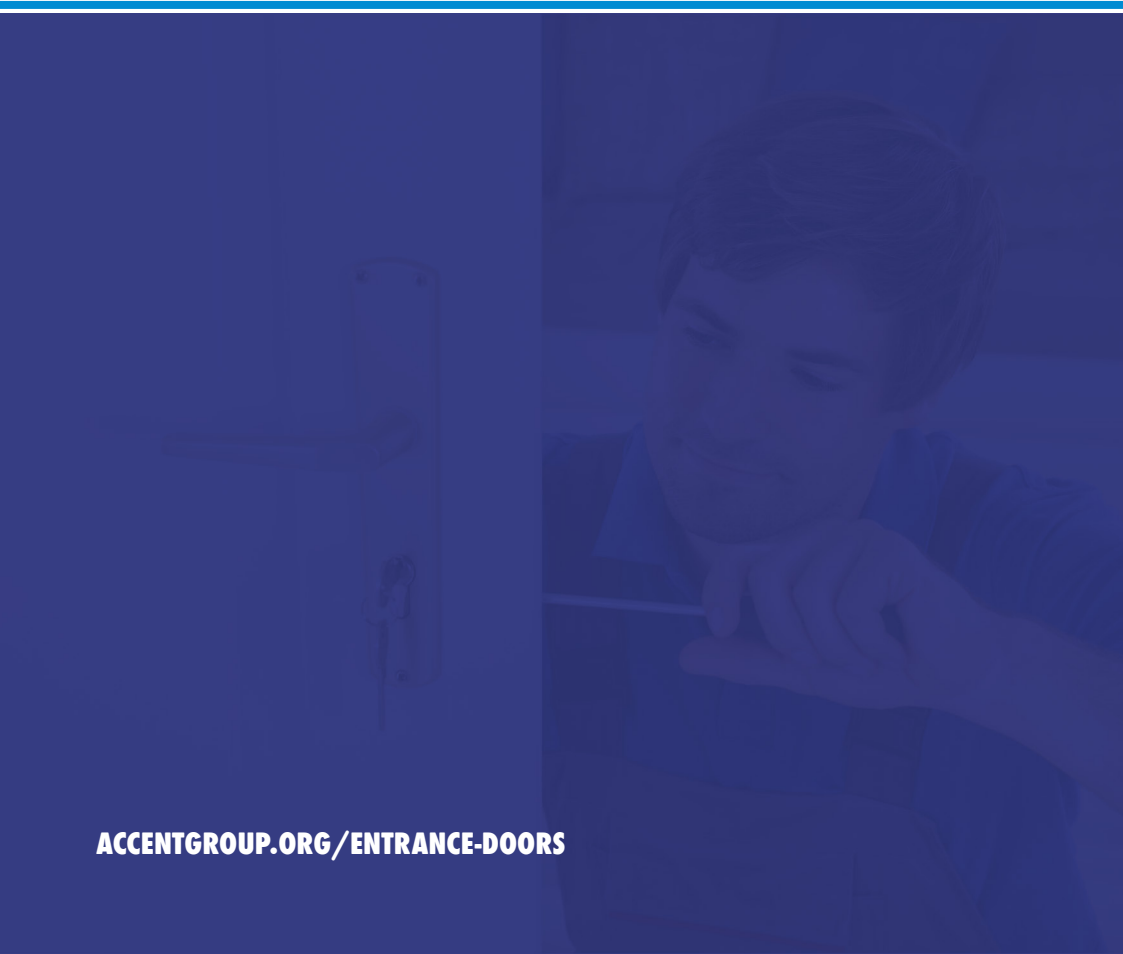




Your home is soon to have a...

NEW ENTRANCE DOOR FITTED



[ACCENTGROUP.ORG/ENTRANCE-DOORS](https://www.accentgroup.org/entrance-doors)

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.

Why is the work being done?

Your entrance door is due to be replaced this year in line with our Planned Maintenance Programme. If your home has more than one entrance door we will tell you if these will also be replaced.

What work will be done?

Our Contractor will remove your existing door and replace it with a new high performance door. The new door will be fitted with a number of security features including secure locks. It will also have high quality draught proofing and insulation features to reduce the amount of heat lost from your home. This should help keep down the cost of heating your home.

If a door bell or door entry, call point / intercom are fitted then we will refit this if possible.

What choice will I have?

Where possible we will give you a range of choices for your new door, this could include style and colour. The Liaison Officer will advise.

When will the work be done?

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

How long will the work take?

It will take one working day to fit the new door.

If you have more than one entrance door then it could take slightly longer. When the work is finished, our Contractor and our 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.

There may be items of furniture that may need moving before the work starts.

Our Contractor will protect any floor coverings in the areas they are working.

If you have any special needs which make it difficult for you to lift or move large items, our contractor may agree to move furniture or flooring 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?

The main disruption will be to the entrances of your home and there will be some noise.

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 lock and unlock your new entrance door and how to look after it.

GET IN TOUCH...

Accent Housing, Charlestown House
Acorn Park Industrial Estate, Charlestown
Shiplay, West Yorkshire, BD17 7SW

Tel: 0345 678 0555

Email: customerservices@accentgroup.org

ACCENTGROUP.ORG