

# Window Refurbishment Programme

## What will happen?

As part of a replacement/refurbishment programme for your home we will remove and replace windows, fixtures and fittings. The work will take around two working days and our operatives will try to refit your blinds, curtains, fittings etc. to their original position.

## How it will happen

- The surveyor will visit the property for up to 1 hour
- You will be advised, by letter of proposed dates for the work. It may be delayed by weather, in which case, additional dates will be notified.
- Scaffolding and access equipment will be erected
- Removal of Windows and doors (as applicable).
- Installation of new windows/doors.
- A demonstration of the window operation.
- We will inspect the work and ask you to complete a satisfaction survey

## Fittings and fixtures

Before starting work we will check the property for any damage and retain a photographic record for future reference for reinstatement and in the event of claims.

Despite the care and consideration taken during the works it may not be possible to refit existing fittings, blinds and curtain poles. In such an instance replacement will be the tenant's responsibility. We will do all we can to avoid this and will provide assistance to refit as required.

We will minimise the noise, dust and debris and we will clear your property and garden on completion.

## Health and Safety and Scaffolding

**Important: Where applicable, please notify your insurance company that scaffolding will be erected at your property**

To minimise risks be cautious of the equipment, platforms and hoists that may in use.

Access areas and walkways will be kept clear of obstructions and mess at all times but there may be some debris in and around the scaffold; this will be cleared when the scaffold is removed.

Within five days of the scaffold being removed, all remaining works will be finished and the external areas will get a final clean.

There may be a requirement to have a skip in your garden or driveway. We will return the landscape original condition following removal.

## What you need to do

### Following the surveyor's visit:-

Ensure access for the engineers on the agreed dates as it will minimise disruption to you.

This is important work and it is your interest to make and keep an appointment. (Section 5.12 of your Tenancy Agreement gives us right of access to carry out essential maintenance work.)

### At all times:-

If anyone in the property has any special needs or may be affected by this work you should let the surveyor and engineers know as soon as possible.

Before you allow anyone into your home please ask for identification.

All our employees and authorised contractors carry photographic identification to be shown to you before entering your property.

Please call the supervisor number below if you have any concerns over this identification.

Valuables must be locked away and not left lying around. Any small ornaments and fragile items must be placed in a safe place. Foodstuffs must also be stored away.

### Where agreed with the surveyor:-

Please remove curtains and blinds and ensure clear access to the working area.

Please ensure that all furniture is removed away from existing windows prior to work commencing.

If you require assistance to move furniture, or you can only grant access at specific times, please contact the person named in your notification letter.

### Note that:-

During colder weather your home will be exposed to the weather and may become very cold.

There may be some disruption to your TV reception.

You may wish to let neighbours know of the work.

### At the end of the Works

If you have any issues, comments or complaints about the works please contact us.

Tel: 01506 280000

Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

