



A guide to Window & Door Replacement

What you need to know...



The information contained in this booklet is designed to help you to understand Ashford Borough Council's window and door replacement scheme.



Introduction

Ashford Borough Council has instructed a contractor to begin a programme of window and door replacements across homes in the borough.

This leaflet provides more information about the works.

The design and performance of windows and doors have improved significantly in recent years. These include:

- Windows feature multi point locking systems.
- Frames provide increased strength, security and improved thermal insulation.
- Windows have internal glazing beads for enhanced security.
- Improved hinge systems allow designated windows to open fully to aid escape in the event of a fire.
- We will install solid composite front entrance doors.

What happens and when?

Before the works:

If your property was built before the year 2000, an asbestos survey is needed before these works can go ahead.

As well as inspecting the window surrounds, the asbestos surveyor will also check other rooms in your home to update our asbestos register.

Our surveyor will carry out internal and external inspections but will only need to visit a sample of properties. If your home needs to be inspected, an appointment will be arranged with you directly.

Once a window replacement contractor has been appointed, we will write to you with their details and contact information. The contractor will then get in touch to introduce themselves and agree a start date, usually giving at least seven days' notice.

Occasionally, if a neighbour is unable to go ahead on the day, the contractor may ask whether you are willing to take their place.

Please let us know as early as possible if you have any special requirements or additional needs.

During the works:

Please be aware that these works will be disruptive and your co operation is essential. The property will become a working environment, and rooms cannot be used while operatives are carrying out work in them.

The contractor will liaise with you directly to arrange access times to carry out the works.

The time needed will depend on the number of windows and doors being replaced, but it is not expected to take longer than two days.

To help the works run smoothly, please ensure you are ready for the contractor and that the areas around windows and doors, both inside and outside the property, are clear and accessible – see the photographs on the next page.



For safety reasons, children and pets should be always kept away from work areas, and tools, equipment and materials should not be touched. Someone aged 16 or over must be present in the property while the works are being carried out.

Our surveyor may visit during the works to check progress and answer any questions. Once the works are complete, the contractor will ask you to sign a Satisfaction Note to confirm that you are happy with the work and that your home has been left in a satisfactory condition.

A final inspection will then be carried out by our surveyor, and any defects will be passed back to the contractor to rectify.



After the works have finished:

The contractor guarantees the work for 12 months from the date of completion, so any defects that arise during this period will be passed to them to resolve.

Our surveyor may visit towards the end of the guarantee period to inspect the property and ensure that any reported defects have been rectified by the contractor.

Frequently asked questions:

Why do I need an asbestos survey?

A survey may not be required for properties built after 2000. In all other cases, and to comply with health and safety legislation, we must provide the contractor with a recent, detailed survey report. We also use the surveyor's visit as an opportunity to assess other areas of your home where required.

Do I have to have work done?

Yes, except in exceptional circumstances where carrying out the works would be prejudicial to the health of registered occupants.

The works are an important part of maintaining the council's properties, particularly in terms of insulation, security and appearance.

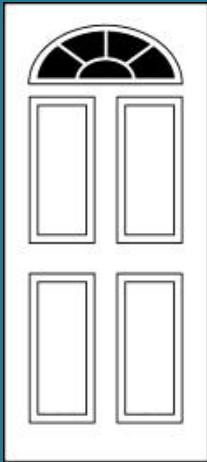
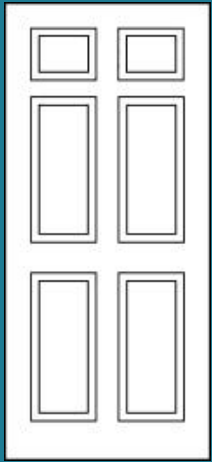
We do not carry out partial replacement works, such as replacing only some windows or doors.

Will my rent go up if I have this work carried out?

No, the work will not affect the level of rent that you pay.

“What will I get a choice of?”

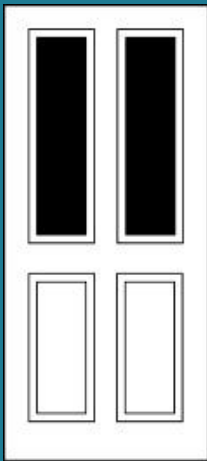
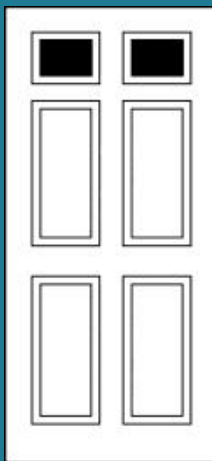
You will be asked to choose from four different front door styles and four colour options. The option with the tall, glazed panels in the upper half of the door allows more light into the hallway.



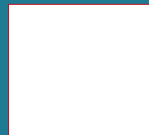
RED



BLUE



BLACK



WHITE

Can I have a patio door?

Residents often ask whether a living room window can be changed to a patio door. Unfortunately, this is not an option we offer, as it is costly and building regulations require each room to have an opening window.

However, where patio doors already exist, we will replace them like for like.

Can I have something different if I supply it?

The Council must ensure that all windows and doors it installs meet current standards and regulations, are compatible with our maintenance requirements, and are sustainable. Changes to the agreed specification can cause issues with the contract, so requests for alternatives cannot usually be accommodated.

However, you are welcome to discuss your preferences with the surveyor and we will consider them. If you wish to request a different specification, please let us know as early as possible so that, if approved, there is sufficient time to make any necessary changes.

How long will the work take to complete?

This will depend on the number of windows and doors being replaced, but installation generally takes one to two days to complete. It may take slightly longer if any additional building works are required.

Are safety restrictors fitted to windows?

Safety restrictors will be fitted to all first floor windows and above, limiting the window opening to 100mm. However, please note that the restrictors can be overridden, allowing the windows to be opened fully when required.

Can I have a cat flap?

We will fit cat flaps, where possible, in rear or side doors for residents who request them. Cat flaps will only be fitted into loose panels that can be replaced at a later date, meaning they are not suitable for composite doors and can only be installed in uPVC doors.

Please let the contractor's surveyor know if you would like a cat flap when they carry out the survey of your home.

Do I have to be at home?

Yes, an adult (16 or over) must always be present.

Do I have to provide my contact details?

We will share your contact details with the contractor using the information we currently hold, in line with the data sharing agreement in place between you and us as your landlord. The contractor will remove all personal data once it is no longer required, and no later than practical completion of the contract.

If you have any updated contact details, such as a new phone number or email address, it would be helpful if you could provide these to us. This is entirely optional and at your discretion.

What happens if I miss an appointment?

Missed appointments can be costly and inconvenient for everyone involved. We therefore ask that all parties show mutual respect and consideration.

If there is a genuine reason or emergency that means you are unable to keep an appointment, please let us know as soon as possible. We will always aim to offer the same courtesy if we need to cancel or rearrange an appointment.

If appointments are repeatedly cancelled for the same reason, and the explanation is considered unreasonable, we may seek to recover associated costs or, where necessary, apply to the court to gain access to the property, in line with your tenancy agreement.





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