

Modernising your home

A guide to window and door replacement



Window and Door Replacement

Please read this leaflet before
work starts to your home



Modernising your home

A guide to window and door replacement

Following the survey of your property it has been identified that replacement windows and/or doors are required to your home. This work may include:

- **Removing the old windows or door frames**
- **Fitting new window and door frames**
- **Fitting glazing to the windows**
- **Plaster patching to internal walls (where required)**
- **Fitting trims around the frames internally**

You will receive at least one visit from your customer liaison officer to explain the work that will be carried out and what you need to do during the work especially around health and safety issues. Before the work takes place to your home we ask you to:

- **Remove all curtains, nets and blinds from your windows**
- **Some furniture may need to be moved to allow access to the windows**
- **Door bells and door alarm contacts may need to be removed from your old doors**
- **TV aerials, telephone cables and boxes may need removing from window frames – your contractor will let you know**

Once the work is completed you will receive clear explanations on how to use any new fittings. Please also take the time to fill in a satisfaction survey. As any information given will be used to ensure we continually improve our service.

When work begins, your contractor will give you contact telephone numbers for their customer care team and site staff who will deal with any concerns or issues you may have.



If you have any general queries you can contact Erimus Housing on
tel 01642 773637 / 773636 or
freephone from a landline 08000 461 600

