

# **YOUR WINDOWS & DOORS**

Planned Investment Works



We are delighted to inform you that as part of our investment work, you will benefit from new windows / doors, depending on your home's specific needs.

It's important that you read the information below to prepare for the works taking place and ensure that works go as smoothly as possible. Your Resident Liaison Officer from the appointed contractor will be able to help and answer any questions about the works that you may have.

## PREPARING FOR WORKS

- Remove all curtains / blinds.
- Windowsills to be clear.
- Remove any personal belongings from walls such as mirrors, pictures, ornaments — this is in case any vibrations cause personal belongings to fall off the walls.
- Remove any valuable items and place them safely in another room.
- Remove any items around the outside of your house that may prevent access, please check with your Resident Liaison Officer if you are unsure what to move.
- There will be as little disruption as possible, but we will need access to all rooms to replace the windows.
- Dust sheets and coverings will be provided where needed.

## DURING THE WORKS

- Whilst trade operatives are present in your home, you do not have to stay for the works. For example, during cold months, People often like to go out due to draughts. If you would rather stay in your home during works, then please do so.

## AFTER THE WORKS

Once the work is complete, the contractor will inspect the works for any issues using a process known as snagging. When they're happy with the finish, one of our Places for People Colleagues will sign off the work and request your feedback through a satisfaction survey.

*If you have any problems after your work has been signed off, please do not hesitate to contact your Resident Liaison Officer.*

