

# Tenant Guide Window Upgrade Works

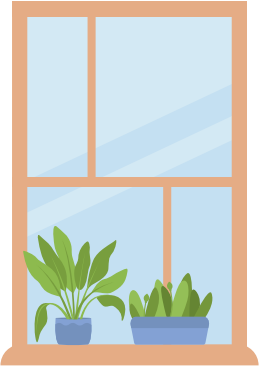


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If you have any questions about the following information, please call Maintenance on 0141 342 1810 or email [hello@key.org.uk](mailto:hello@key.org.uk).



## Design Stage



The windows in your home need to be replaced due to their age and condition. The size and style of your windows should remain the same, however it may be necessary to make slight changes in order to adhere to current building regulations. With this in mind, we cannot guarantee that existing blinds will fit the new windows. The replacement windows will be the same colour as your existing windows.

Your home will be surveyed by the appointed contractor and measured to enable the installer to order the correct windows in time for fitting.

## Preparing for works

We will advise you in good time of your window installation date. Before works begin, you will need to:

- Remove all curtains & blinds from the windows
- Clear window cills of ornaments etc
- Move any delicate or valuable items from the surrounding areas
- If you are unable to take window coverings etc down yourself, please contact us prior to the install to make arrangements for this.



## What to expect during the works



- The installer will remove your existing windows and dispose of these safely, making sure all debris is cleared away. They will then fit the windows that have been manufactured specifically for your home and make good any damage to surrounding internal plasterwork and/or external finishes. Internal timber cills and facings will be fitted, and these will be stained or gloss painted on completion, although occasionally it is necessary to fit pvc cills, depending on existing facings and cills.
- The contractor will require access from 8am to 5pm during installation period, Your windows will normally be replaced within one to two days, although operatives will need to return to carry out paint finishes and plasterwork if required.
- Access is required to all rooms with windows in your home.
- Some noise and dust can be expected, but the contractor will try to keep this to a minimum and will lay dust sheets or other floor protection.
- The contractor may request that you don't enter the room windows are being installed at certain times.

## Sequence of works - In general, they will be as follows.

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- **Prepare:** Lay protective floor covering to protect your existing flooring on route to all windows.
- **Strip out old windows and refit.**
- **Install timber finishings internally**
- **Making Good:** Carry out any plastering where required.
- **Decorating:** We will paint new internal woodwork associated with window installation. This may take a couple of days to allow for the coats of paint to dry.
- **Finishing:** finishing touches such as silicone sealant will be done at this stage.
- **Checking:** The works will be checked over by contractor, this is called “snagging”. If any works are not to standard, the contractor will come back, and they will put it right.
- **Approval and handover:** The Maintenance Officer will inspect the completed work. If it meets their approval the work will be signed off, any issues will be reported to the contractor to fix.

**Please note; if you require your blinds to be refitted, please contact your maintenance officer. If your existing blinds do not fit new window, please contact your housing officer who can check if you have a furnishing package which includes blinds.**

**Excess rubbish should be removed from your property daily, and contractor should remove ALL waste before completing works. There should be very little, if any, damage caused, if substantial damage is done to walls during installation we may grant some redecoration allowance.**

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## Caring for your new Windows

### Timber Finishes & windows

**Recommended:** Clean with a slightly damp, non-abrasive cloth. Wipe dry with a soft, non-abrasive cloth. For stubborn stains, use a solution of water and a mild household detergent.

**Avoid:** Wax furniture polish, abrasive cleaners, scouring pads, and solvents.

