



Door Fact Sheet

It is planned for you to have a new door installed to the entrance of your home. We will make every effort to make sure the whole process runs as smoothly as possible and that you are happy with the work that is carried out. This fact sheet provides you with all the information you need regarding the work.

Resident Liaison Officer (RLO)

Your RLO should be your first point of contact, they will support you throughout the work and help with any special requirements you may have.

Their contact details can be found on the Keeping in Contact sheet.

Before the work

Please make sure you carry out the following preparations before we arrive. It is your responsibility to remove your belongings from the areas of work before we start and ensure there is clear access.

- Pack away your belongings safely and securely and store these away from the working areas
- Remove any items on the walls nearby, such as pictures and mirrors, that may be affected by vibrations caused by the work
- Move any obstructing furniture or belongings away from the working area to create clear access for the work to go ahead

If you are unsure what to move, please ask us and we will provide guidance before work starting.

During the work

- Dust sheets will be used in the working area
- For your own safety please keep away from the working area until the new door is fitted and the area is cleared
- After your door is fitted, we may need to return to complete follow on work to your door reveal

After the work

- Make sure you are available to receive your keys for the new door on the date of installation. The door fitter will show you how to operate your door.
- When work is complete, you will receive a Handover Card with details of who to contact should you have any queries



After-care

- **The door must not be modified in any way, this includes both the interior and exterior.**
- The door, frame and handles can be cleaned and disinfected regularly by gently wiping down with a damp soft cloth and diluted mild detergent in warm water. Dry with a soft towel if required
- **Never use any abrasive cleaning materials or solvents such as scourers or gritty liquid cleaners**
- Door numbers and the door viewer should be cleaned with a soft cloth dampened with soapy water. **Do NOT use any form of metal cleaner or aerosol spray.**
- Lightly oil springs on the letter box flap annually
- Keep door hinges and tracks free from dirt, debris and obstruction. Clean the threshold and tracks with a vacuum cleaner to remove debris and avoid blocking the drainage path where applicable.

Operating instructions

Your new door is Secured by Design certified and provides resistance to criminal attack. It has a three-lever locking mechanism and an internal thumb turn lock.

To Lock (from outside)

1. Close the door to engage the hooks and latch
2. Insert the key into the cylinder and rotate one full turn to deadlock

To Unlock (from outside)

1. Insert the key and rotate one full turn to withdraw deadlock
2. Push the handle down to disengage the hooks and latch
3. Open the door

To Lock (from inside)

1. Close the door to engage the hooks and latch
2. Turn the thumb turn one full turn to deadlock

To Unlock (from inside)

1. Turn the thumb turn one full turn to withdraw deadlock
2. Push the handle down to disengage the hooks and latch
3. Open the door

Please complete the customer satisfaction survey which will be given to you at the end of the work. Your feedback will help us to improve our service.