



# Windows Fact Sheet

It is planned for you to have new windows installed. 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 and the end result. 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, and will support you throughout the works and help with any special requirements you may have.

Their contact details can be found on the Keeping in Contact sheet you were given at the start of the works.

## Before the Works

Please make sure you carry out the following preparations before we arrive. It is your responsibility to remove your belongings and furniture from the areas of work before work starts. Please refer to the Work Agreement in the Customer Information Pack.

- Remove any items on the window ledges and on the walls nearby, such as pictures and mirrors, that may be affected by vibrations caused by the works.
- Move any obstructing furniture away from the working areas to create clear access for the work to go ahead.
- Take down curtains, blinds and nets and their fixtures and fittings where necessary.
- If you are unsure what to move, please ask us and we will provide guidance prior to work commencement.
- Pack away your belongings safely and securely and store away from the working areas.



## After the Works

When all your windows are fitted, we may need to return to complete follow-on work to your window reveals.

Once that has been completed, you will receive a Handover Card with details of who to contact should you have any queries.

## Aftercare

- Keep trickle vents permanently open at the top of the window frames to keep natural ventilation throughout your home and reduce condensation
- Open bedroom windows for a few minutes in the morning to allow the room to air. An average person's breathing releases a litre of water vapour to the atmosphere while sleeping every night!
- Do not clean UPVC window frames and window sills with abrasive materials such as scourers or gritty liquid cleaners
- Do not puncture the frame of a window or door in any way. Puncturing the frame can reduce the life of your window or door. We recommend using adhesive hooks if you want to attach nets or curtains to the frame
- Keep hinges and tracks free from dirt, debris and obstruction.

## Operating Instructions

### Opening Windows

Your new windows have been fitted with either a key or a push button locking mechanism.

- Button operation - Press the button on the handle. While holding the button in, turn the handle up or down and gently push the window open
- Key operation - Insert the key into the handle lock. Turn the key (push the key in if required) to gently turn the handle up or down and push the window open
- **In an emergency** - One of your windows has been fitted with a green button on the handle. This window is designed to open fully as a means of escape.

### Window Restrictors

Sometimes restrictors are fitted to windows above the ground floor. For safety reasons restrictors limit how far windows can open.

Please make sure that restrictors are only released for cleaning purposes only and do not leave unattended. After cleaning you must refit the restrictors immediately.

### Closing Windows

- Button operation - Press the button on the handle. While holding the button in, pull the handle towards you to close the window. Turn the handle up or down to the original position to lock the window
- Key operation – Hold the handle and press the key in if required. Pull the handle towards you to close the window. Turn the handle up or down to the original position. Turn the key in the handle to lock the window.

**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.**

