

livin Works

Your Windows and Doors Improvements



Your window improvements may include one of the following works:

- Windows
- Doors

Through the improvement works, your Customer Liason Officer will give you a diary of works so you know what to expect each day. It will show who will be working in your home and the type of work they will be carrying out.

We will also let you know if any areas of your home need to be restricted for safety. This helps you plan your time and feel prepared while the work is taking place.

Before the team arrives, we may ask you to:

- ✓ Remove any exterior ornaments or fixtures in close proximity to your windows or doors.
- ✓ Clear away all rubbish, toys or waste from the property.
- ✓ Make sure that the window and door sensors and alarm fittings have been disconnected.
- ✓ Please make sure any animals or pets are safely restrained so everyone can stay safe and avoid any accidents or injuries.

If you are unable to do any of the tasks listed above please get in touch with us and we will offer further support.

Why are my windows and doors being replaced?

Your windows and doors are being replaced because of their age and condition. New windows will improve warmth, energy efficiency, ventilation, comfort, security, safety and the overall condition of your home. If any of your decorations are damaged during the works we will provide you with vouchers (£30 per room).

How long will the work take?

In most homes, window replacement takes one working day, although we may need to programme following on works which will be confirmed by your CLO.

Will I need to move furniture?

Some furniture may need to be moved away from the windows. If you need support, we can arrange help for vulnerable households, including assistance with moving furniture or removing blinds and curtains.

Will my windows be like-for-like?

They will be replaced with modern, energy efficient windows that comply with safety and building standards. Styles will be as close as possible to the originals unless improvements are required.



contactus@lavin.co.uk



0800 587 4538



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