

## Aftercare

We have designed and built our products so they need very little maintenance. PVCu frames are chemically stabilised to prevent discolouration and should only need an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants. We recommend you do this every six months or more in polluted areas.

Below are some useful tips.

### Do

- ✓ Clean the glass regularly with a liquid spray glass cleaner.
- ✓ Occasionally wash the PVCu with warm soapy water using a general purpose non-abrasive cleaner and wipe dry.
- ✓ Use PVCu cleaner on isolated stubborn stains by applying with a damp cloth and using very little pressure.
- ✓ Always make sure that the drainage slots are unblocked and free of dirt and so on.
- ✓ Keep hinge and locking gear tracks clear of dust and bits to reduce wear on sliding parts.

### Don't

- ✗ Use abrasive paste cleaner.
- ✗ Use too much pressure.
- ✗ Use high-pressure or steam cleaners.
- ✗ Use any type of bleach, solvent or adhesives.
- ✗ Use any tools or abrasive papers such as sandpaper.



## Resident information handbook

Your one-stop guide to your new windows and doors



## Introduction

We are pleased to be carrying out the window or door replacements to your home.

This handbook provides you with the information you need about the improvements we are making to your home. Our introductory letter introduces you to the Anglian team who will be managing the installation of your new windows or doors.

All our products are made and installed in line with current Building Regulations, which will help to reduce draughts and improve heat retention.



**Freephone 0800 988 9395**

## Our resident's charter

By working together we can reduce, as far as possible the disruption to your home. We know that you want the highest level of service but it is a two-way process and we need your help to make this project a success.

### Our staff will:

- show identification cards and ask permission before entering your home;
- treat your home with respect;
- be polite and friendly;
- keep you informed at all times;
- organise and keep mutually convenient appointments;
- in circumstances beyond our control, tell you at least one day beforehand if we need to change your appointment;
- not accept any gifts of money or goods;
- avoid damage to plants and trees where possible;
- check the windows or doors are fitted well and work properly;
- explain how your new windows or doors work;
- clear all rubbish each day; and
- keep your home secure.

### We ask that you:

- tell us about any special needs you may have;
- reply promptly when we are arranging appointments;
- tell us straight away if you can't keep an appointment;
- be ready for us to carry out work in your home by moving valuables and furniture where possible;
- be considerate to all our staff; and
- give honest feedback by filling in the customer satisfaction form.

### Your safety is our priority, so please remember:

- not to touch tools or equipment we use in your home;
- to keep your children and animals away from the work areas; and
- that steps or ladders should not be moved or used.



## Commonly asked questions and answers

### Surveying your home for your new PVCu windows or doors

Our surveyor will call at your home and will take specific measurements. We use these to make the units.

#### Do I need to be there?

Yes. We need to inspect the inside and outside of your home to take the measurements and so on.

#### What else do you look at?

The surveyor will also look at the area around the window or door, to check for anything which may prevent a successful installation. An example of this would be poor plasterwork or cabling.

### What happens if I have already had some of my windows, or doors, replaced?

If the windows or doors you already have are double glazed and in good working condition, we will tell the landlord for them to make a decision.

#### What choices are available to residents?

This depends on the contract. You will be advised of any choices in advance by a letter and the surveyor visiting your home will collect your choices on a form.

#### What should I do if I have any special requirement?

We aim to take account of all individual needs. You can discuss these with our surveyor, or feel free to contact the Anglian Team at any time. We will treat your needs sensitively and in confidence.

### The manufacturing process

After the surveyor has been to your home, we will begin the manufacturing process in line with the project programme. Do not worry if you don't hear from us straight away as it can take between six to eight weeks before we start fitting your new windows or doors.

#### How will I know when my windows or doors are likely to be fitted?

We will consult you and make a convenient appointment.

### The day of installation

#### What time will the fitters arrive?

We will normally arrive between 8 and 9am.

#### Do I need to be there when my windows or doors are being fitted?

Yes.

#### How much notice will I get?

We will arrange your installation date by giving you plenty of notice so you can arrange time off work if necessary.

Before we start work in your area, we will contact you to arrange a suitable appointment. We will normally give you at least 10 days' notice.

#### Do I need to do anything before the installation takes place?

Before the installation takes place, please move your curtains, blinds, furniture and valuable items away from the work area.

If you need help, don't worry. Our installers will help you to move things.

### How long will the installation take?

The installation will usually be completed within no more than two working days.

### What happens during the installation?

Our installers will measure the existing openings again and check that the windows or doors which have been delivered are correct. Clean dust sheets inside your home and groundsheets will protect your garden. We will agree which rooms to do in which order so that you always have a warm and comfortable area. We will carefully replace your existing windows or doors one at a time and remove the rubbish from your property. At the end of the installation, we will check that the work has been completed to a high standard.

If there are any problems, we will explain what we will do to put it right. We will always leave your home safe and secure. We will show you how to operate your new windows or doors.

### What do I do if I have any questions about my windows or doors?

If you have any questions, please call the Anglian Freephone number on 0800 988 9395 during office hours - 8.30am to 5pm.

### How do I give feedback on the work?

Once our installers have finished installing your new windows or doors (or both), you will be asked to fill in a short customer-satisfaction form. Your views are important to us and we welcome honest feedback.

### How do I look after my new windows and doors?

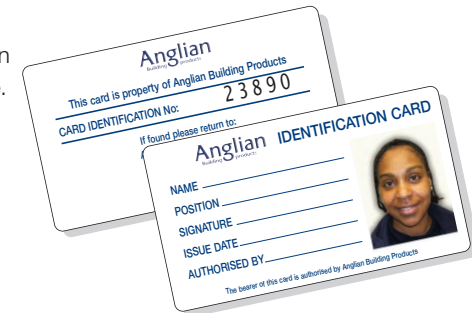
After installing your windows or doors, our installers will give you a copy of the **Anglian operating, cleaning and maintenance guide**.



## How to recognise our staff

It is important that you check the photo identification card before allowing anyone to enter your home.

This is what an Anglian identity card looks like.



All of our fitters wear Anglian uniforms.



Never allow callers without proper identification into your home. If you are not sure then the Anglian Freephone number is

**0800 988 9395.**