



**Clackmannanshire  
Council**

[www.clacks.gov.uk](http://www.clacks.gov.uk)

Comhairle Siorrachd  
Chlach Mhanann

# Window Replacement

**Housing Services**

**HRA Planned Works & Compliance Team**

*'Investing in your home'*

Having consulted with tenants, the Council is installing new windows in some of its Council houses. This leaflet tells you about the improvement work to your windows. Please read this leaflet and keep it in a safe place for future reference.

## Why is this work being carried out?

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. When the windows have been replaced, you should notice a difference in both the temperature within your home, and your fuel bills.

## What work is involved in the window replacement?

### **Access is required to all rooms within your home.**

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

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 plasterwork and/or roughcast. Internal timber cills and facings will be fitted, and these will be gloss painted on completion, although occasionally it is necessary to fit pvc cills, depending on existing facings and cills.



## When will work start?

The Council's project support officer will handle any queries or complaints and will be your main point of contact within the Council for the work carried out in your home.

**An asbestos survey may be carried out prior to any installation work in your home.**

## How long will the work take?

Your windows will normally be replaced within one day, although operatives will need to return to carry out plasterwork and paint finishes.

## What should I do before work starts?

The installer will explain what you need to do prior to the window install during the initial survey visit.

You will normally 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.



## Will there be any disruption?

You must allow access to your home for the duration of the install day. There will be some noise and workmen will be in and out of your home many times.

Operatives will treat you and your home with courtesy and respect. They will use dust sheets or protective coverings, clean up any mess and pack away equipment at the end of the day.

The installers must follow safe working practices at all times and any broken fittings and debris will be removed directly from the site or placed in their skip for removal later.

If you have any questions about the work, the installer's supervisor will answer them when he/she visits to check the work.

## Does the Council give an allowance towards redecoration costs?

No redecoration allowance will be given, as there should be very little, if any, damage caused.



## Security

You should check the identity of any individual before allowing them into your home. Council staff and contractors working on our behalf carry identity cards. If you are in any doubt about visitors at your door, do not let them in.

As materials need to be brought in during the work the front and back door may be open for some of the time. During this period the installer is responsible for your property.



## Complaints and queries

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact Planned Works & Compliance Team on 01259 450000.

If you have any complaints about the work or conduct of operatives, please contact us immediately on the telephone number above or in writing to the address given at the end of this leaflet.

## How do you know the work is done properly?

The Council will inspect the new windows to make sure the work is completed properly and that it complies with the detailed specification given to the installer.

## Warranty

The work includes a 1 year defects warranty period from the time of installation. If anything goes wrong within that period, please telephone 450000 and ask for the Planned Works & Compliance Team. We will instruct the installer to carry out the necessary repairs.



## We want your views

After the installation of your windows, we will ask for your comments on the work and your opinion on how it was carried out through a short questionnaire. We will use this feedback to help us improve the way we work on any future contracts.



All our publication can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 01259 450000 and ask to speak to the project support officer, who will arrange for translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

حتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى، نرجوا منك الاتصال على الرقم 01259450000 واطلب التكم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسال موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者 你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczona, zadzwoń pod numer 01259 450 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosic o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈੱਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈੱਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لٹلیٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کو ترمیم چاہتے ہیں تو میرے مہربانی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیٹن کا بندوبست کرے گا۔ یا پھر آپ اس لٹلیٹ کو ٹیکسٹ کے ذریعے ہم تک بھیج سکتے ہیں اور اس کا پتہ ہے۔  
 ہاؤس پر لائے جاسکتے ہیں اور اس کا پتہ ہے۔  
 ہاؤس پر لائے جاسکتے ہیں اور اس کا پتہ ہے۔

HRA Planned Works & Compliance Team  
Riverbank Industrial Estate  
Kelliebank  
Alloa FK10 1NT

Tel: 01259 450000

email: [hraconstruction@clacks.gov.uk](mailto:hraconstruction@clacks.gov.uk)



**Clackmannanshire  
Council**

[www.clacks.gov.uk](http://www.clacks.gov.uk)

Comhairle Siorrachd  
Chlach Mhanann