



your home

# Home Improvements

## Replacement windows

Available in large print, Braille and on CD

**When you voted YES to Northwards Housing in 2005, we promised to look after and improve each and every council home in the area. As part of that improvement programme some homes will have their windows replaced.**

### **Can I choose the style of windows?**

You have a choice of:

- three styles of window, wherever possible. The styles offered will have to meet with all current legislation. This might mean we cannot put the same style of windows back in as what we have taken out
- three patterns of obscure glass for toilet and bathroom windows

### **Will all my windows be replaced?**

We will not necessarily replace all your windows. If you have single glazed windows these will be replaced with uPVC double glazed windows. If you have any wooden double glazed windows in at the moment, we will inspect them, repair and paint them.

Wherever possible these windows will remain. If after inspection the existing windows are found to be beyond repair then these will be replaced. All replacement windows are white uPVC inside and outside.

### **My windows have small panes of glass (Georgian style)**

This type of window is typical of homes built between the two world wars or just after. All three styles of window that you can choose can incorporate this style if you wish to retain the traditional look. The insert that provides this pattern will be in the form of uPVC strips fitted within the double glazing and therefore won't affect the cleaning of new windows. You may prefer to have plain windows fitted, though this may result in a mix of styles in your property if you already have some double glazed windows.

### **What about bathroom and toilet windows?**

If they are being replaced you will be offered a choice of three patterns of obscure glass.

### **What about front and back doors?**

We will not necessarily replace your front or rear door. We will inspect them, repair and prepare them and wherever possible doors will remain. If after inspection a door is found to be beyond repair then the door will be replaced. The new doors are made from a 'composite' material and incorporate a uPVC frame and a multipoint locking system, which makes them very secure. If we find your door(s) need to be replaced we will offer you a selection of styles and colours to choose from.

### **Will you do any other work to my home at the same time?**

We will paint all items of external woodwork such as:

- fascias (the board that runs along the lower edge of the roof )
- soffits (the board that joins the fascia to the wall)
- bargeboards (the board that runs up the gables of the roof)
- garden gates

We will also paint rainwater, wastewater and soil pipes if previously painted.

### **What about my gate/fencing, it's falling apart. Will you repair it?**

Our surveyor will determine whether it should be repaired or replaced. We will paint fencing and make any necessary repairs. If we need to replace the entire fence, that work will need to be carried out on another occasion.

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوفين وبالحر و ف الطباعة الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگريت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شينوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123