

Window and Door Replacement – frequently asked questions

How long will the work take?

Your doors or windows are programmed to be installed as part of the current investment programme. In some cases it can take up to 12 weeks to manufacture doors and windows after we place your order. Please note that we may have to apply for planning permission to replace doors and windows – work cannot start until this is granted. Access to your property will be required throughout the works.

Will I have to be at home during installation?

No, but there will need to be a responsible person you trust present for the duration of the works. We will work with you around any access issues you may have, but we cannot offer compensation for loss of earnings.

Can I choose the design of my new doors and windows?

Where possible you can choose the door design and colour from a provided list (subject to planning permission), unless the survey reveals you need a fire door; in those cases you will be offered alternative choices.

Unfortunately, we cannot offer a choice of window frame design because of building and planning restrictions. We cannot allow cat flaps to be fitted to new doors as this affects the integrity and security of the door.

Who is responsible for my new doors and windows?

New doors and windows come with a 10 year warranty; handles, locks and letterboxes

Impact is responsible for maintenance but you are responsible for their care and cleaning.

Why do I need an asbestos survey carried out?

We have a legal duty to ensure that any asbestos containing materials are identified.

What about Blinds, Curtains, Doorbells etc.

All window decoration should be removed prior to the works starting as impact cannot be held responsible for any damage to personal property, this includes blinds and curtains. We can assist if you are unable to remove yourself, again we cannot be held responsible for any damage.

We will endeavour to do our best but following installation if the blinds no longer fit Impact will not reimburse the cost of replacement.

Doorbells/ intercoms, where possible, will be removed and refitted.

Please ensure that contractors have unhindered access to areas where required to allow for the works to be done.

Decoration and Flooring

Impact will not reimburse for, or make good, any shortfall in floor covering or disturbance to decoration internally following the installation.

Can I choose not to have the works done?

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and then change your mind we cannot guarantee to carry out the works in the programme cycle.

What happens next?

We will write to you to confirm that you are in the programme. Following this you will be contacted by the manufacturer or contractor in order for them to arrange surveys and discuss choices and installation dates.