



A guide to replacing your windows

What to expect when we're replacing your windows as part of our planned improvements.



At Staffs Housing, we know that windows and natural light are an important feature in any room.

We want you to love your new windows, so we'll come out to see you and talk about any special requirements you have.

Before we start work

Before we can get started, you'll need to move any belongings away from the windows, take down things hung on the walls and put away anything valuable or fragile.

The contractor will lend you some storage boxes for your things.

What happens during the work?

Before we start, we'll protect your home with dust sheets and strip out your existing windows. Then we will:

1. Install your new windows
2. Tidy and clean up

You can stay in your home while we're fitting your new windows and we will try not to disturb you too much.

At the end of each day we leave your home in the best condition we can and clear away any rubbish.

If you have any questions or concerns during the works, speak to the contractor.

After the work

We'll explain what work we have done and make sure you're happy with it.

You'll also get a survey to do, where you can let us know what you think and any feedback to help us deliver high quality work.

Your safety and security

Your safety and security is important to us.

That's why everyone we send to your home will be carrying identification cards, so you can check who you are letting into your home.

Q. What will my replacement windows cost me?

A. Nothing.

Q. How do I make a compliment or complaint?

A. You can contact the contractor directly or email us on hello@staffshousing.org.uk

Q. Will I be able to stay in my home during the day?

A. Yes, but you may not be able to use some rooms at times. Let us, or the contractor know if this will cause you any problems.

Q. Do I need to be at home while the work is taking place?

A. When we first visit you, we can chat about how we can get into your home to do the work if you're not in.



We're open from 8.30 - 5.30 Monday to Friday.

Email: hello@staffshousing.org.uk

Call: 01782 744533

Staffs Housing
308 London Road
Stoke on Trent
ST4 5AB

www.staffshousing.org.uk | [Facebook](#) | [Twitter](#) | [YouTube](#)



Staffs Housing is part of the Honeycomb Group



VAT Reg. No 687901881. A society registered under the Co-operative and Community Benefit Societies Act 2014 - Reg. No 17093R.

Member of the National Housing Federation. HCA Reg. No. LH2162.
Authorised and regulated by the Financial Conduct Authority (FRN 1000707)