

Window & door replacement



The windows and doors in your home are scheduled for replacement by West Lothian Council.

This leaflet provides important details about the upcoming work and its potential impact on you. We advise that you read this booklet thoroughly and store it in a safe place for future reference.

Why is this work being carried out?

Similar to most things, windows and doors have a limited lifespan and require upgrading to maintain your home's quality. The positive aspect is that installing new windows and doors can improve your home's energy efficiency, resulting in a cozier and more comfortable environment. In addition, the new windows will help to reduce external noise, which is an added advantage.

What work is involved in the windows and door replacement?

In order to assess the existing windows and doors of your property, we will arrange for contractors to conduct a survey, which typically takes approximately one hour. During the survey, the contractors will also explain the complete installation process, its impact on you, and address any queries that you may have.

Once the program starts, we will try to minimize disruption while removing the current windows and doors before installing the new ones. Scaffolding and access equipment may be used for this process. We strive to provide options for the type of door and fixtures and fittings for both windows and doors, whenever possible.

When will the work start?

We will notify you of the intended start date for the work in your property through a phone call or written communication. Seven to ten days prior to the agreed dates, we will get in touch with you to confirm that the works can proceed as planned or to make alternative arrangements.

Before starting the work, an asbestos survey is necessary, and you will receive prior notification before the survey is conducted. The contractor responsible for the asbestos survey may contact you directly to arrange a convenient time for the survey to take place.

The work may vary slightly from what is in this leaflet depending on the type of property you live in.

How long will the work take?

Typically, the work should be completed within two working days. We will maintain close communication with you throughout this period and inform you promptly of any possible delays.

Will there be any disruption?

We and our contractor will make every effort to minimize dust and disruption during the work, but some level of disturbance is unavoidable. We and the subcontractor will take care in removing and remounting your blinds and curtains.

However, despite our best efforts, it may not be possible to reinstall existing fittings, blinds, and curtain poles. If this happens, the responsibility for replacing them will lie with you. We will do our best to avoid this situation and provide assistance with refitting as necessary.

To protect your floor coverings and furnishings, dustsheets will be laid in all affected areas. At the end of each working day, all debris will be removed from inside the property, and safe access routes will be maintained.

What should I do before the work starts?

The surveyor will provide guidance during the survey stage, and a council representative will contact you approximately one week before the work is scheduled to begin and explain what you need to do. Valuables should be securely locked away, and fragile ornaments should be kept in a safe location. Please cover all furnishings to protect them from any dust or debris resulting from the window installation.

In the unlikely event of damage to your property or personal items, please notify the installation supervisor promptly to facilitate a timely resolution of the matter. Before commencing work, ensure that all furniture is removed from the vicinity of existing windows.

We will inspect the property for any damage before starting work and retain a photographic record for future reference in the event of claims or reinstatement.

Can I stay at home during the work?

While we carry out the removal and installation of new windows and doors, you may stay at home. However, please be aware that there may be some draught or coldness in the home during this time.

If you are unable to move furniture due to age, disability, or ill health, please contact the Customer Service Team on 01506 280000 for assistance.

The tradesmen will begin work each day at 7:45am and finish around 4:30pm. If there is a need to work outside these hours or during weekends, we will inform you in advance. We will ensure that the work is completed to a high standard and in compliance with the detailed specifications.

How do you know the work is done properly?

We will conduct a post-inspection to ensure that the work has been completed properly.

Health and Safety

If applicable, please inform your insurance company that scaffolding will be erected at your property. To minimise risk, please exercise caution around the equipment, platforms, and hoists in use.

Access areas and walkways will be kept clear of obstructions and mess at all times. However, there may be some debris in and around the scaffold, which will be cleared when the scaffold is removed. Within five days of the scaffold being removed, all remaining work will be completed, and the external areas will be thoroughly cleaned.

There may be a need to place a skip in your garden or driveway. Following removal, we will restore the landscape to its original condition.

Other Information

- Please note that there may be some disruption to your TV signal during the works.
- You may wish to inform your neighbours about the ongoing maintenance work.
- This is a crucial project, and it is in your best interest to schedule and keep an appointment. (According to Section 5.12 of your Tenancy Agreement, we have the right to access your property for essential maintenance work.)
- Once the new windows and doors have been installed, a demonstration will be provided on their operation.
- Please ensure that the Surveyors, Installation Managers, Installation teams, and asbestos contractors have access on the agreed dates to minimise any inconvenience to you.

Security

Before allowing anyone into your home, it is important to verify their identity. All West Lothian Council staff and subcontractors carry identity cards. If you have any doubts about the visitors at your door, do not let them in.

Please be aware that during the window and door replacement work, the front and back doors may need to be left open for some time to bring in materials. However, we will take responsibility for your property during this period.

Contact Us



If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact us by scanning the QR code, visiting westlothian.gov.uk/contactus or by calling the Customer Service Centre 01506 280000.

If your enquiry could not be answered by the Customer Service Advisor then it will be passed to the relevant service area who will endeavor to respond to your enquiry within 5 working days.

We want your views

After your windows have been installed, we will ask you 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.



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