

# Front Door Standard

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## Overview of works

### Who will visit me?

If you have been informed that you are getting a new front door, you will be visited by our contractor. During this visit they will talk through any choices and options. We will not always be able to supply a door in the material you want, but we will take your choice into account where possible. We aim to complete installation of doors and windows in one day.

### Do I have to have the works completed?

Yes, these works will have been identified as necessary and must be carried out. It is our responsibility to ensure your home is secured and to a good standard.

### What is in the door specification and what choices do I have?

We are looking to standardise fire doors, by which we mean doors that open onto enclosed communal areas. Where the door is not a fire door, you will have a choice of door numerals and cat flaps (if the tenancy allows for pets).

### Do I need to stay in my home whilst the works take place, and how long will this take?

The tenant or an appropriate adult will need to give access and be in the property during the installation.

### I have a cable running through my doorframe, will this be affected?

Providers such as Sky and BT sometimes use door and window frames to run cabling. We will try our best to reinstall these where we know about them. You may need to contract your service provider if we are unable to reinstall the cabling. We accept no responsibility for the status of this equipment.

### Do I need to make any preparations before you start work?

Any items on or around the immediate area of the door will need to be removed.



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