

## Security

Because materials need to be brought in during the work, the front and back doors may be open for some of the time, but the constructor is responsible for your property during the work.

## Complaints and queries

If you have any queries or complaints about the work, please contact us on the following freephone numbers.

**0800 091 1255 (East area)**

**0800 091 1256 (Inner west)**

**0800 091 1257 (Outer west & north)**

## We want your views

After the work has been completed we will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in future.

This information is about improvements to council homes in Newcastle. If you need this information in your language your 'Liaison Officer', at your local site office, can arrange for you to speak to an interpreter. Or you can phone **0191 278 8633** to ask for a written translation. Phone **0191 278 8633** for Braille, audio and large print versions.

هذه المعلومات تخص التحسينات على المنازل البلدية (كاونسل هومز) في نيوكاسل. إذا كنت ترغب في الحصول على هذه المعلومات بلغتك، سيعمل "موظف الربط" في مكتبك المحلي على ترتيب تحدثك إلى مترجم. أو بإمكانك الإتصال على الرقم 0191 2788633 لطلب ترجمة كتابية.

এসব তথ্যাদি হলো নিউকাসল কাউন্সিলের বাড়ীগুলোর উন্নয়নের ব্যাপারে। আপনি এসব তথ্য যদি আপনার নিজের ভাষায় পেতে চান, তবে আপনি যাতে একজন দোভাষীর সাথে কথা বলতে পারেন, আপনার স্থানীয় এলাকার অফিসের 'লিয়াইজা অফিসার' তার আয়োজন করবেন। অথবা আপনি 0191 2788633 নাম্বারে টেলিফোন করে একটি লিখিত অনুরোধের জন্য অনুরোধ করতে পারেন।

本快讯介绍有关纽卡斯尔政府公房的各项改善工作。如果您需要以您熟悉的语言了解其内容，驻您当地办事处的“联络官”可为您安排口译服务。再者，您也可拨打电话0191 2788633索取本快讯的翻译版。

این معلومات برای بهبودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور ارتباطی" تان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنید و تقاضای یک ترجمه تحریری را کنید.

Ces informations concernent les projets de modernisation des logements sociaux de Newcastle. Si vous souhaitez les obtenir dans votre langue, l'agent de liaison de votre bureau local peut vous faire rencontrer un interprète. Sinon, vous pouvez également téléphoner au 0191 2788633 et demander une traduction écrite.

यह सूचना निउकासल में काउंसिल के मकानों में सुधारों के बारे में है। यदि आपको इस सूचना की आपकी अपनी भाषा में जरूरत है तो आपका "लियाइजन् ऑफिसर" आपके लोकल साइट दफ्तर में, एक दूभाषीय से आपकी बात करवाने का प्रबन्ध कर सकता है। या आप 0191 2788633 पर फोन करके लिखित अनुरोध के लिये पूछ सकते हैं।

ਇਹ ਜਾਣਕਾਰੀ ਨਿਊਕਾਸਲ ਵਿਖੇ ਕਾਊਂਸਲ ਦੇ ਮਕਾਨਾਂ ਵਿੱਚ ਸੁਧਾਰਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤੁਹਾਡਾ "ਲੀਏਜ਼ਨ ਅਫ਼ਸਰ", ਤੁਹਾਡੇ ਲੋਕਲ ਸਾਇਟ ਦਫ਼ਤਰ ਵਿਖੇ, ਤੁਹਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇਕ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦਾ ਹੈ। ਜਾਂ ਤੁਸੀਂ 0191 2788633 'ਤੇ ਫੋਨ ਕਰਕੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਲਈ ਪੁੱਛ ਸਕਦੇ ਹੋ।

یہ معلومات نیوکسل میں کاؤنسل کے گھروں میں بہتری سے متعلق ہیں۔ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوں تو آپ کے "لی ایجن آفیسر" آپ کے مقامی سائٹ آفس میں، آپ کے لیے ترجمان کا انتظام کر سکتے ہیں۔ یا آپ تحریری ترجمہ کے لیے فون نمبر 0191 2788633 پر رابطہ کر سکتے ہیں۔



## Door replacement

[www.yhn.org.uk](http://www.yhn.org.uk)

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YHN Modern Homes programme. Investing in our City's Future

## Your home is soon to have a new door(s) fitted

This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the constructor's Liaison Officer during your home visit.

Your Homes Newcastle staff and the constructor's staff will all carry identity cards. You should check the identity of any individual before allowing them into your home.

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

### Why is this work being done?

Your door(s) are in a state of disrepair and need replacing. This work could reduce your heating bills and make your home more secure.

### What work is involved?

The constructor will remove your existing door and frame. The new door will be fitted with a number of security features including secure locking devices. The new door will also have high quality draught proofing and insulation features to reduce the amount of heat lost from your home. This should help keep down the cost of heating your home.

The constructor will follow safe working practices. If you remain in the house, you should follow any advice given when moving around.

Door furniture will also be fitted to your new door. This will include:

Lever handle  
Knocker  
Letter box cover  
Spy hole  
Door number

### What choice will I have?

- A choice of 3 front doors
- A choice of 2 back doors
- A choice of paint colours

### When will the work be done?

You will be informed in writing of the start date for the work in your area. Seven working days beforehand, the constructor's Liaison Officer will tell you the actual date for starting in your home.

### How long will the work take?

Your door(s) will be replaced in one working day. The constructor and our independent Contract Surveyor will need access to your home for up to a further three days to carry out final inspection and complete any remedial work.

### What should I do before the work starts?

The constructor's Liaison Officer will call about a week before the work is due to start and explain what you will need to do. The following preparations are normally required;



- Lift and protect floor coverings
- Dust sheets will be provided by the constructor

### What disruption will there be?

The constructor is required to follow safe working practices during the work so any broken glass, old wood and nails will be cleared away. The materials will be removed directly from the site or placed in a skip before removal from the site.

### Will my decoration be damaged?

The new doors and frames are fitted into the existing openings, and damage to your decoration should be kept to a minimum.

### Will I receive an allowance towards re-decoration costs?

No decoration allowance will be given for door replacement.

### How do I know the work is done properly?

We employ independent Contract Surveyors who will make sure the work is completed properly and meets the standards required. The constructor's Surveyor will carry out inspections during the work and after it has been completed.