

Security

Because materials may need to be brought into your house, the front and back door may be open for some of the time. 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 the 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 'লিয়াইজার 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“联络员”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 "लियाइजेशन 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 अनुवाद 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 کاونسل 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 ایڈ کر سکتے ہیں۔



Window replacement

www.yhn.org.uk

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

Your home is soon to have new windows 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?

The windows in your home are in poor condition and they need to be replaced.

What work is involved in fitting new windows?

The constructor will remove your old windows and replace them with new windows in the same day.

Your home will be fitted with high performance wooden frame windows with sealed double-glazed units.

The windows will be fitted with a number of security features including secure locking devices. The windows will also have high-quality draughtproofing and insulation features to

reduce the amount of heat loss. This should help to keep down the cost of heating your home.

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 windows will be fitted within two or three working days. The joiner and plasterer will follow and complete the work after the windows have been installed. The constructor and our independent Contract Surveyor will need access to your home for up to a further three days to carry out a 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. You should remove your own curtains and blinds before the constructor starts work. If you need help with the removal of your curtains and blinds, please contact us as soon as possible. Then we can arrange with the constructor to do this for you, just before the work is due to start.

What disruption will there be?

The work may be noisy. You may not be able to use some of your rooms while the work is under way. But work will not be carried out in all your rooms at the same time so there will always be somewhere for you and your family to stay.

The access to your home should not be affected during the work.

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 old materials will be removed directly from the site or placed in a skip before removal from the site.

Will my decoration be damaged?

Usually the work will not damage your internal decoration. The constructor may need to fit some internal beading to ensure a satisfactory finish.

Will I receive an allowance towards redecoration costs?

No decoration allowance will be given for replacement windows.

How do I know the work has been 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.