

External doors

When will my door/s be renewed?

When reporting a repair for your external door, the following factors will be taken into consideration:

- Whether it has been identified that your door is more than 25 years old, and
- Whether a tradesperson has reported that your door is uneconomical to repair.

Will you be installing new door/s in my home?

If your door/s needs to be replaced, the information will be passed onto The Wrekin Housing Trust Commercial Services Team who will undertake the works.

They will contact you to arrange for the doors to be surveyed and measured prior to ordering and manufacture. The whole process through to fitting usually takes approximately four to eight weeks.

We use our own staff to fit the new door/s and it takes approximately half a day to fit one door. We will contact you to let you know when the work will commence.

Do I get a choice of door and what type of door is fitted?

Yes, your new door will be a made to measure GRP composite door that conforms to the latest security standards. The Trust offer a choice four styles and five colour options, and these will be shown to you at the time of the door survey.

How do I know that I'm giving access to the right people?

Whenever a contractor comes to your home, please ask them to produce their **identity card**.

Accessing your property

If you are out when the contractor calls round, they will leave a card with a phone number for you to call to arrange another appointment.

What do you need to do?

Please inform us about any special requirements you may have well in advance to allow us to plan your work. These requirements may be simple, such as avoiding dates while you are on holiday, but all information given to us will be very helpful. Please be aware that we will need to get inside your house so we can replace your doors.

During the works

While any works are being carried out please take care around your property.

Caring for our tenants' properties

After all of the works have been completed the contractor will carry out a final clean up around your property.

What benefits will be gained?

Some of the benefits of having replacement external doors are:

- Improved security and appearance.
- Improved energy efficiency.
- Less maintenance required.

Who can I talk to if I have any questions?

Please call the contact number on your letter or ask for the **Cyclical Team** on **01952 217100**.

Who do I contact to give a compliment or make a complaint?

Please call the contact number on your letter or ask for the **Asset Management Team** on **01952 217100**.

My new doors

How do I look after my new doors?

Whether you have had one door or more, the doors you have had fitted are double glazed for better heat and noise insulation and made from PVC-U or GRP which is long-lasting, hard wearing and does not require any ongoing maintenance, like painting. However your new doors will need some care and attention now and again if they are going to stay clean, white and bright as well as provide the necessary protection.

Door handles and fittings

Door handles need cleaning and lubricating from time to time to keep them working effectively. Clean gently, using a damp cloth and warm soapy water and make sure you dry each part thoroughly.

Door frames and sills

Keeping your new doors looking brand new is an easy task. They just need to be cleaned a few times a year, sometimes more often if you live near a busy road. Just wash your doors down with warm soapy water.