



# Resident information handbook

An outline of the customer journey for installing your doors or windows



ITS409 V2 April 2019



# Introduction

We are pleased to be carrying out the window or door replacements to your home.

This handbook gives you information about each stage of the customer journey, from the initial survey through to aftercare and support.

Our products are made and installed in line with current British Standards and Building Regulations and they will help to make your home warmer and more secure.

The letter which accompanies this handbook will provide specific information about the work to your home, together with details of our project team and their contact details.

Information is available at the 'Residents Zone' of our website:

**[www.anglian-building.co.uk](http://www.anglian-building.co.uk)**

We also have a Freephone number **0800 542 3924** which you can call if you are unable to contact the Project Team.

## How to recognise our team

It is important that you check the photo identification card before allowing anyone to enter your home. This is what an Anglian identification card looks like.



All of our installers wear Anglian uniforms.

Never allow callers without proper identification into your home. If you need more confirmation, we can give you a password.

If you want to check someone's identification, call our Freephone number:

**0800 542 3924**



# Customer first policy

## Putting our customers first

We are committed to placing customers at the heart of our service. We pride ourselves on the service that we give. Our goal is to set the highest standards in our industry, maintaining a reputation for quality and service in all that we do.

### We will:

- always show you our photographic identification cards
- treat all of our customers fairly, honestly and with respect, tailoring our service to meet each customer's needs
- act in a professional way and be polite, helpful and friendly at all times
- keep you informed at every stage of the process
- communicate using plain language — providing information that is easy to read and understand
- organise mutually convenient appointments
- tell you as soon as possible if we need to change appointments
- be easy to contact, through a variety of methods
- respect your property and make sure that it is adequately protected
- get it right first time and, if not, take action straight away to put the issue right
- respond and deal with any enquiries promptly
- be open and honest and explain our decisions
- have a well-trained workforce with the skills and knowledge to do the job
- ask for your views and listen to what you have to say, and
- keep our promises.

### We ask you to:

- always check our identification cards
- treat our team politely and with respect
- reply promptly when we are making appointments
- tell us about any special needs you may have
- be ready for us by moving curtains, blinds, furniture and valuables where possible
- keep your children and pets away from the work area
- make sure someone over 18 is present throughout the work
- do not touch our tools, equipment or materials, and
- help us to improve by giving us your views and suggestions.

# Frequently asked questions

## Survey stage

### Do I need to be at home?

Yes, someone over the age of 18 must be there both at the survey and installation stages.

### What is the survey process?

Our surveyor will need access to all the window or door openings. We take both inside and outside measurements of each opening. We use these sizes so that your products are custom-made.

### What else do you look at?

We look at the area near the windows or doors to identify any obstructions or existing damage.

### What happens if some of my windows and/or doors have already been replaced?

We will check their condition and tell the landlord so they can make a decision.

### What product choices are available?

We will tell you about any choice options in your survey appointment letter.

We will also give you a form to fill in. Please have this ready to hand to our surveyor when they visit.

### What if I have some special needs?

Please tell us on the enclosed form and we will try to meet them. We will treat your needs sensitively and in confidence.

### Why is the surveyor checking my contact details?

It is important that we have your latest information, including alternative contacts if this applies, so we can arrange appointments efficiently.

### What happens after the survey?

This depends on the specific details of the project and the contract we have with your landlord. We may have to confirm the costs or get planning approval before starting to make your windows or doors.

## Installation stage

### How will I know when my windows or doors are ready to be installed?

We will contact you to make an appointment.

### What happens if the appointment is inconvenient?

Please let us know and we will agree a new date that suits you.

### Do I need to be there?

Yes, someone over the age of 18 needs to be present throughout the installation.

### What time will the installers arrive?

We will normally arrive between 8am and 9am, unless we tell you otherwise.

### What do I need to do to get ready for the work?

Please move curtains, blinds, furniture and valuables away from the work areas. If you need help, do not worry, our installers will help.

### How long will the installation take?

This depends on the number of windows or doors being replaced. We will let you know when we arrange the installation appointment. Usually, it will take between one and two working days.



# Frequently asked questions

## What happens during the installation?

### We will:

- record any existing damage to your property
- plan with you which order we will do the rooms in, making sure you always have an area which is warm, comfortable and safe.
- check that the sizes of the new windows or doors are correct before starting
- make sure that curtains, blinds, furniture and valuables are away from the work areas
- use clean dust sheets and carpet protector inside your home and groundsheets outside
- carefully remove the old frames and fit the new products
- make any necessary adjustments to make sure your new windows and doors are operating correctly
- seal the openings both inside and out and fit cover strips to mask any damage
- remove the protective film from your new windows and doors and clean the frames and glass
- clear up each room, removing tools, equipment, materials and waste, and
- make sure that your windows and doors are fault-free.

## Will you help move back furniture, and so on?

Yes, we will help you as needed.

## Will you demonstrate the features of the new windows or doors?

Yes, we will show you how to operate the products and explain the features such as restrictors, easy-clean hinges and ventilators.

## How do I look after my new windows or doors?

Our installers will give you a copy of our Operating, cleaning and maintenance guide.

## What happens if you are unable to complete the installation?

We will explain the nature of the problem and the likely timescales. We will make sure your home is made safe and secure. We will contact you to make a further appointment to complete the installation.

### Operating, cleaning and maintenance guide



For additional details visit the  
Product Care  
page at [www.anglian.co.uk](http://www.anglian.co.uk)



*Our installers will provide you with an operating, cleaning and maintenance guide so you can look after your new windows and doors.*

## How do I give feedback on the installation?

We will ask you to confirm on a property completion report that you:

- have received instructions on how to use the new windows and doors
- have been given the Operating, cleaning and maintenance guide, and
- have been given all keys.

You can add any comments you may have.

We will also send you a Freepost customer satisfaction survey to fill in and return.

Please post this back to us as your views are important to us.

Property Completion Report			Anglian
Client Name:	Contract No.:	Job No.:	
Property Address:	Total no. of windows installed of:	Total no. of doors installed of:	
Installer Name:	MTC: No.:	CCS: No.:	

**STATEMENT BY INSTALLATION TEAM**

Prior to the work commencing we took the following steps to ensure inside or outside of the property, if B, if there is no storage please use "NONE":

I confirm that the units have been installed in line with the Anglian Insulates Best Practice Guide, including:

All frames fixed and trimmed, as required	<input type="checkbox"/>	Y	N/A
All safety glass installed, where required	<input type="checkbox"/>		
All gas windows, with warning labels, attached in accordance with the survey report	<input type="checkbox"/>		
All frames and glass cleaned	<input type="checkbox"/>		
All problems adjusted and operating correctly	<input type="checkbox"/>		
All frames clear and internal recesses repaired to the required specification and standard	<input type="checkbox"/>		
Property left in the condition it was found	<input type="checkbox"/>		
Is the installation totally complete? If no, please detail the reason why below:	<input type="checkbox"/>		

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**STATEMENT BY CUSTOMER**

I have been instructed in how to use my new windows and/or doors  Y  N

I have been provided with the Operating, Cleaning and Maintenance Guide  Y  N

I have been provided with all keys  Y  N

Comments: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PROPERTY COMPLETION STATEMENT**

I confirm that all units installed at the above property have been completed to my satisfaction.

AMF Representative: Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Representative: Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

We trust you are pleased with your new installation. On Anglian Building Products

### CUSTOMER SATISFACTION SURVEY

Q1. Overall, how satisfied are you with the service you received? (1 = Not at all satisfied, 5 = Very satisfied)

Q2. How long did it take to complete the work? (1 = Very long, 5 = Very short)

Q3. How satisfied are you with the quality of the installation? (1 = Not at all satisfied, 5 = Very satisfied)

Q4. How satisfied are you with the standard and quality of the work? (1 = Not at all satisfied, 5 = Very satisfied)

Q5. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Q6. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Q7. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Q8. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Q9. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Q10. How satisfied are you with the quality of the customer service? (1 = Not at all satisfied, 5 = Very satisfied)

Comments: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Anglian Building Products



Unit 2  
45 Hurricane Way  
Norwich  
Norfolk  
NR6 6JB



**Phone**

0800 542 3924

**Email**

[abp@angliangroup.co.uk](mailto:abp@angliangroup.co.uk)

**Website**

[www.anglian-building.co.uk](http://www.anglian-building.co.uk)