

Resident information handbook fire doors



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www.anglian-building.co.uk



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southernoperations@angliangroup.com

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Introduction

We are pleased to be carrying out the 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.

We 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.

Customers 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 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 doors to identify any obstructions or existing damage.

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.

A photograph of a "Customer Feedback Questionnaire" form. The form is tilted and contains several sections. At the top, it says "Dear Customer" and "Customer Feedback Questionnaire". Below that, there are fields for "Name:", "Address:", and "Telephone:". There is also a section for "Special Requirements" with a note to "Please identify any restrictions that you feel we should be aware of". The form is divided into two main columns: "CONSIDERATIONS" on the left and "REMARKS/NOTES" on the right. Under "CONSIDERATIONS", there is a list of items: "Clutter/Obstacles/Restrictions", "Access/Space/Obstructions", "Disability", "Access (i.e. any more doors/new gates)", "Other Issues", "Cultural", and "Other". At the bottom of the form, there is a "Data Protection" notice.

Frequently asked questions

Installation stage

How will I know when my 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 give you a date and time slot before your installation.

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

Please move curtains, 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 doors being replaced. We will let you know when we arrange the installation appointment. Usually, we will install doors within half a day, allowing three hours per door.



What happens during the installation?

We will:

- record any existing damage to your property
- check that the sizes of the new doors are correct before starting
- make sure that curtains, 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 doors are operating correctly
- remove the protective film from your new doors and clean the frames and glass
- seal the openings both inside and out and fit cover strips to mask any damage
- clear up each room, removing tools, equipment, materials and waste, and
- make sure that your doors are fault-free.



Will you help move back furniture?

Yes, we will help you as needed.

Will you demonstrate the features of the new doors?

Yes, we will show you how to operate your new doors.

How do I look after my new doors?

Operating and cleaning instructions start on page 9 of this booklet.

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.

Frequently asked questions

Feedback

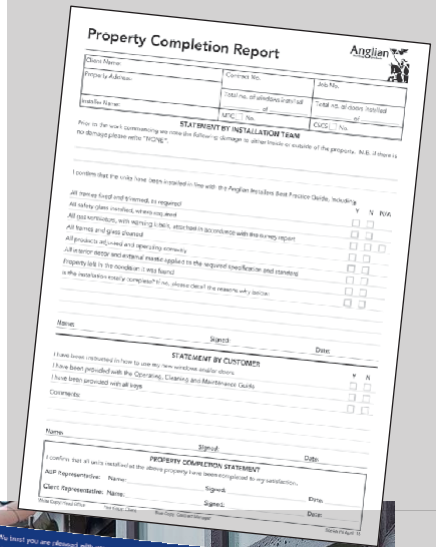
How do I give feedback on the installation?

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

- have received instructions on how to use the new doors, 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 doors installed	
Install Date:	MFC: No.:	CMC: No.:

STATEMENT BY INSTALLATION TEAM
No fitting please enter "NO".

I confirm that the work has been installed in line with the Anglian Products Best Practice Guide, including:

All frames fixed and braced, as required.	Y	N	N/A
All safety glass marked, where applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All accessories, with fitting instructions, attached in accordance with the relevant report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All frames and glass checked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All products delivered with operating manuals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All signs or decal and external marks applied in the required specification and quantity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property left in the condition I was handed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the installation or removal of frames, please check if the necessary notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name: _____ Signed: _____ Date: _____

STATEMENT BY CUSTOMER

I have been instructed in how to use my new window/door/other. Y | N | N/A |

I have been provided with the Cleaning, Care and Maintenance Guide. | | |

I have been provided with all keys. | | |

Comments: _____

Name: _____ Signed: _____ Date: _____

PROPERTY COMPLETION STATEMENT

As the representative of the above property I hereby declare that the information given is true and correct.

Client Representative: Name: _____ Signed: _____ Date: _____

Contract Representative: Name: _____ Signed: _____ Date: _____



CUSTOMER SATISFACTION SURVEY

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

Q1: Did an installation person take 15 minutes for meeting you?
(If applicable, if it please state your rating (0 being most satisfied, 10 being least satisfied)

Q2: Did we arrive when we were expected? YES NO

Q3: How would you rate the quality of information provided? 10 9 8 7 6 5 4 3 2 1 0

Q4: Was the work carried out as you asked? 10 9 8 7 6 5 4 3 2 1 0

Q5: How satisfied are you with the quality and attitude of our service? 10 9 8 7 6 5 4 3 2 1 0

Q6: How satisfied are you with the quality of the completed installation? 10 9 8 7 6 5 4 3 2 1 0

Q7: How likely is it that you would recommend Anglian to a friend or colleague? (Do not include this if being met at all) 10 9 8 7 6 5 4 3 2 1 0

If you have not responded to Q1 to Q7 then a final question or would like to give us more feedback, please use the space below:

Comments: Name: _____ Address: _____ Date: _____

Contract Name: _____ Postcode: _____ Anglian Property Ref. No. _____

Anglian

Opening and closing

Opening doors - unlocking



Door is closed and locked.



Turn the key or thumb turn one full turn away from the lock edge to unlock the deadlock.



Push the handle down to retract the hook bolts and the latch. This allows the door to be opened.

Opening and closing

Note: The door will only protect you from fire when in the closed position.

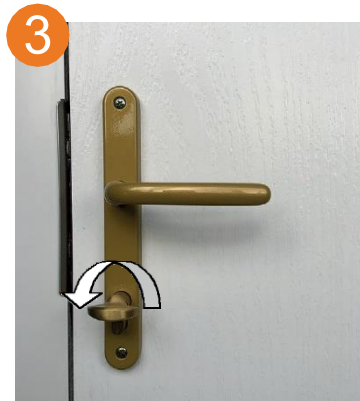
Closing doors – locking



1 Close the unlocked door.



2 Lift the handle upwards as far as it will go. This engages all hook bolts.



3 Turn the key or thumb turn one full turn towards the lock edge to deadlock all hook bolts and the latch bolt.



Please make sure that whenever the door is closed, the handle is lifted up and turn the key or thumb turn. This fully engages the multipoint locking system into the frame, and makes sure the door is secure and draught-free.



Unless you complete step 3, your door is not fully secure.

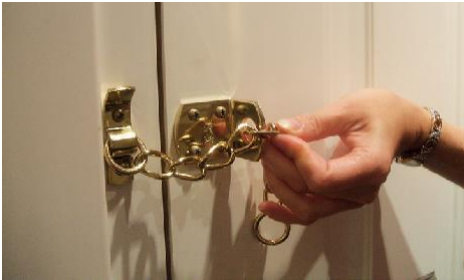
Door closer

The doors will have been fitted with a closer which closes the door automatically.



Do not interfere with or remove the door closer and make sure the door is always kept closed.

Door chain



To use the safety chain

Find the flat metal-plate section of the chain and push it through the gap of the plate attached to the door.



To take the safety chain off

The flat metal-plate section of the chain is passed through the plate.

Cleaning

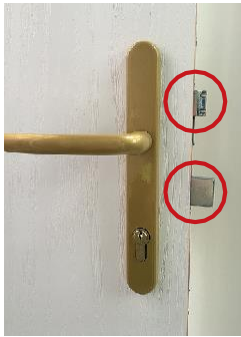
Regular, careful cleaning of your Anglian products is needed to prevent the build-up of everyday grime and atmospheric pollutants and help prolong their life.

- Please clean your frames with plenty of clean, warm soapy water (washing-up liquid is suitable), and wipe dry with a clean, soft cloth. We recommend that your doors are cleaned at least once every three months.
- ✗ Please do not use abrasive cleaners or scouring pads.
- ✗ Please do not use any type of harsh cleaning agents such as bleach, solvents (for example, white spirits, cellulose thinners, nail varnish remover), aerosol products such as WD40®, automotive dashboard wipes, acids, brick wash solutions or alkalis.
- ✗ Please do not use too much pressure when cleaning, for example, pressure washers.
- ✗ Please do not paint.
- ✗ Please do not add oil to the gearbox as this will dissolve the grease and reduce the life span of the lock.

You should keep the surfaces of the lock, striker and keep clear of dust and dirt by wiping with a clean, damp cloth.



Deadbolt locking hook.



Latch and deadbolt.



Striker and keep.

Problems closing the door

Is the door almost closed?

- Check there is nothing in the frame preventing the door from closing.
- Make sure the handle has been full pressed down and released before closing the door.



- Seals around the door are to be kept intact.
- The letter box is fire-rated. If it is damaged please tell us immediately, as it must be replaced with a fire-rated version.
- Keep the door closed at all times as it will restrict the spread of any fire.
- Fire door hinges are made with self-lubricating material and do not need oiling.

