



## **Customer Information Sheet – Door Replacement Contracts**

### **Appointments**

All appointments are pre-arranged, we do not cold call. When we write to you to arrange an appointment it would be great if you could respond to confirm that it is convenient.

### **Security**

Our personnel are DBS (CRB) checked and wear IDM Door uniforms, they also carry photo ID cards, if you are unsure of their identity do not give them access, but give us a call.

It is important that someone over the age of 18 is present whenever we are given access to your property.

### **Survey**

Our surveyor will visit to discuss the scope of works and explain any choices you may have. They will also ask you about any needs that you may and check your contact details. They will take site measurements for your new doors and check the condition of the areas next to the doors; they will also check for any health and safety hazards.

### **Installation**

The time taken between the survey and the installation varies between contract, but do not worry, we will always give you plenty of notice when your doors are ready. The door installation will typically take about half a day.

We would appreciate it if you could remove any obstructions away from the doorways, including curtains. We will protect your property with dust sheets and clean up afterwards.

On completion, we will hand over the keys and provide a product demonstration, and we will also give you a customer care guide. When fire doors are fitted, it is particularly important that you follow the information, thereby ensuring that your family and neighbours are protected.

We will also ask you to complete a satisfaction survey. We really do appreciate your feedback as it helps us deliver high service standards.

### **Safety**

We will ask you Covid-19 screening questions when we confirm the appointments and when our workmen arrive.

It is important that pets, children and any vulnerable adults are kept away from the work areas.

During the fitting there will be some drilling and sudden, intermittent noises will be made which may be above 85db. Should you feel uncomfortable with this, we respectfully request you leave the area.

Some minor dust/fumes will be generated from the drilling and cleaning products. We have COSHH datasheets available if needed. If you have any allergies or concerns, please let us know in advance so we can be suitably prepared.

We will try to minimise the impact for you; however, our work area will have dust sheets, materials and power tools which can present a risk of tripping and injury. Please be careful when moving around your property.

In the event of a fire, we will sound the alarm by shouting "Fire", it is essential that everyone evacuates the property and assembles by our van. We will call the Fire Brigade and would advise that no-one should re-enter the property until the Fire Brigade say it is safe to do so.

We kindly ask that you refrain from smoking whilst our installers are working inside your property.