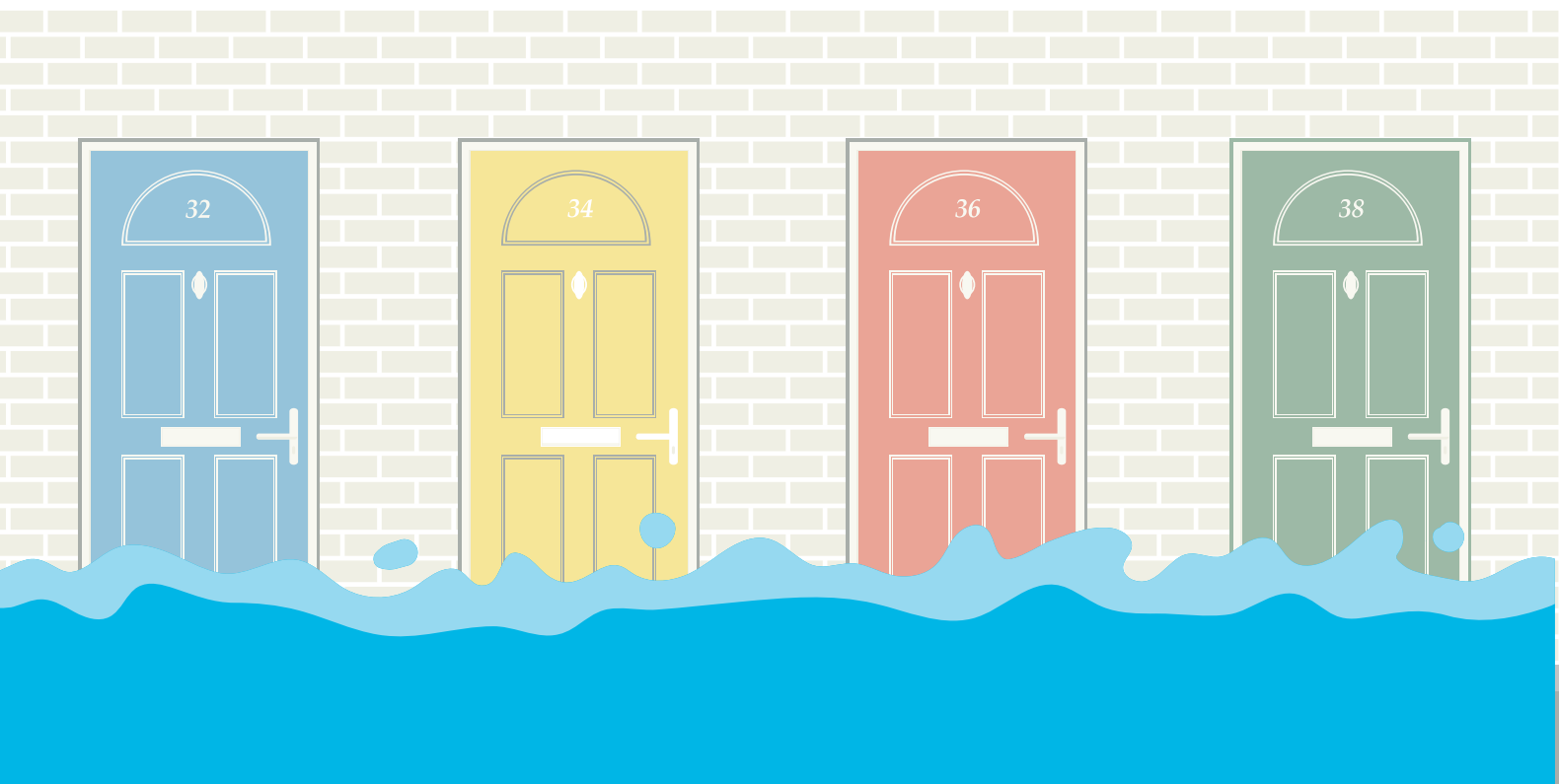


WHITEHOUSE

CONSTRUCTION



Property Flood Resilience Installation
Frequently Asked Questions



www.whitehouseconstruction.co.uk

FREQUENTLY ASKED QUESTIONS

Within this document, you will be able to find all the information you need regarding the Property Flood Resilience (PFR) Installation due to take place at your property including what will happen, steps that need to be taken before and after, and contact details for our PFR team.

DO I HAVE TO BE HOME FOR THE INSTALLATION?

The legal property owner or their appointed authorised delegate must be present for the morning of the first day of installation and the end of each working day as a minimum.

WHAT TIME CAN I EXPECT THE INSTALLATION TEAM TO ARRIVE?

You can expect the installation team to arrive with you on the first day of scheduled installation within the agreed 2-hour arrival window.

DO I NEED TO DO ANYTHING AHEAD OF INSTALLATION?

In advance of installation, you must ensure there is unobstructed access to the bottom 600mm of the property, all the way around the exterior including any access from a neighbouring property. Internally, we need full access to the area surrounding the doorways.

This will enable us to access all routes of ingress and ventilation points.

If there is anything that cannot be moved ahead of installation, please let Whitehouse know by emailing kaye.donovan@whc.ltd or calling Kaye on 07814 943 620.

CAN I KEEP MY OLD DOOR AND/OR EXISTING PFR MEASURES?

It is typically possible to retain these, however we cannot make any guarantee that no damage will be caused during removal. Please ensure you inform the installation team before works commence if you would like to keep anything.

WILL REINSTATEMENT BE UNDERTAKEN WHERE THE PRODUCTS HAVE BEEN INSTALLED?

We take extreme care when undertaking all works to your property. A minimal amount of localised repairs will be undertaken if required. Decorative trim may be installed for small imperfections.

FREQUENTLY ASKED QUESTIONS

WILL ANY OTHER CONTRACTORS BE AT MY PROPERTY?

Specialist contractors such as electricians may be required to visit your property, but this is dependent on the proposed measures as previously agreed.

WILL PHOTOS BE TAKEN ONCE WORK IS COMPLETE?

Yes. We take before, during and after photos as part of the installation process. Please ensure all identifiable items are removed as photos may be used for marketing purposes.

Please inform us if you have any objections.

WILL I RECEIVE A FENSA CERTIFICATE?

Yes, where applicable. FENSA certificates are only required for a door that is 50% or more glazed.

I HAVE AN ALARM / DOORBELL ATTACHED TO MY DOOR. WHAT DO I NEED TO DO?

Please remove these ahead of installation. If these are not removed prior to our visit, wherever possible our installers will remove and reconnect these however it is advised you get these checked afterwards as Whitehouse will accept no responsibility for these.

AM I RESPONSIBLE FOR GETTING RID OF ANY WASTE?

No. Our installation team will clean up and remove all work-related waste from site.

WILL I RECEIVE TRAINING ON THE INSTALLED PRODUCTS?

Yes. Our installation team will train you on all products installed, and a Homeowner Information Pack will be issued once works are complete.

WILL I HAVE TO SIGN FOR THE INSTALLTION ONCE COMPLETE?

Yes.

FREQUENTLY ASKED QUESTIONS

WHAT MAINTENANCE WILL BE REQUIRED?

All products installed require minimal maintenance which must be undertaken for measures to remain effective. All details regarding maintenance can be found within the Homeowner Information Pack.

DO I NEED TO INFORM YOU IF I HAVE MADE ALTERATIONS TO MY PROPERTY SINCE THE SURVEY?

Yes. You must inform us if you have made any alterations to your property since our survey as this could affect the measures being installed.

DO I HAVE TO PROVIDE ANYTHING FURTHER?

Yes. We would request the use of your toilet facilities for the duration of our works to maintain efficiency, safety and most importantly the security of your property. Should you have any concerns about this, please speak with a member of our team before your installation appointment.

IF I HAVE ANY CONCERNS POST INSTALLATION, WHO SHOULD I CONTACT?

Whitehouse offer a 12-month maintenance period. Your Homeowner Information Pack should be used in the first instance, however if you have any concerns that cannot be answered from the information provided, please call us on 01335 344 000.