CUSTOMER INFORMATION BOOKLET

NATIONWIDE
WINDOWS & DOORS

Dear Customer,

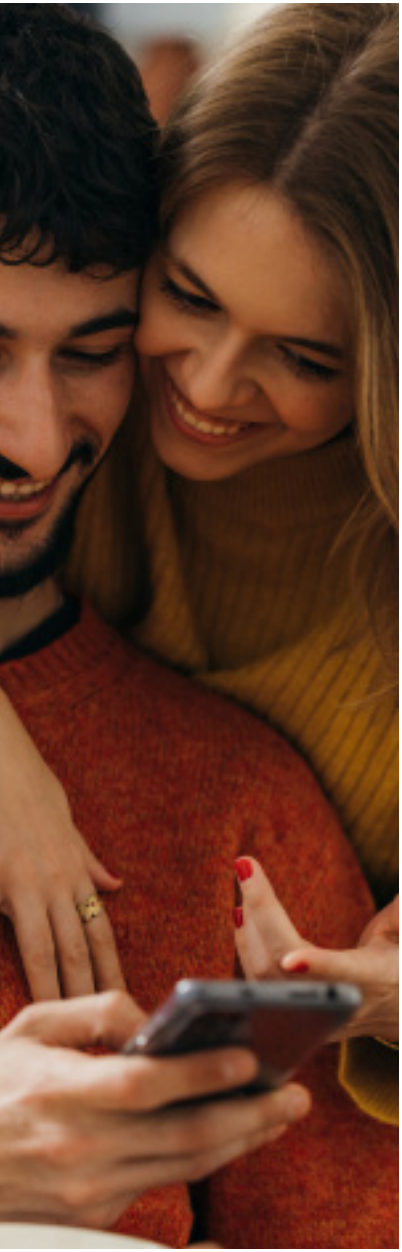
Nationwide Windows & Doors are delighted to have been awarded the contract to carry out works to your home.

We will work with your to accommodate any specific needs you may have and minimise any disruption. The letter accompanying this booklet gives information about the works to be carried out in your home.

We are experts in our field with over 35 years' experience; we will provide you with high-quality products and a service to match.

If at any time you feel we are not meeting your expectations, then please contact us.

The Nationwide Team



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YOUR APPOINTMENT

All appointments are pre-arranged, we do not cold call. Our personnel are DBS security checked, and wear Nationwide Windows & Doors uniforms. They are trained to show their photo ID cards, please ensure that you check them.

IF YOU ARE UNSURE

Please call us to check on 0808 1234 000

A person over the age of 18 MUST be present for both the survey consultation and throughout the installation visit.

Due to the recent changes in regulations concerning 'Passive Smoking', could we please request that you adhere to a smoke-free environment in areas where our personnel are working.

CONFIRMING YOUR APPOINTMENT

We will contact you to arrange appointments. It would be very helpful if you could confirm that our proposal is suitable.

NEED TO REARRANGE?

If the appointment is not suitable, or becomes inconvenient, please contact us straight away, we will then make alternative arrangements.

SURVEY CONSULTATION VISIT

This is the first stage of the process to getting your new windows and/or doors. The visit will normally take around 30 minutes to an hour. The purpose of the visit is to...

1. Explain the works proposed for your home
2. Identify if you have any special needs or requirements, that might affect the works or your use of the new products
3. Assist you with any window and door choice decisions you may have
4. Check your contact details, it is helpful if we have several ways of contacting you, such as home phone, mobile phone, and email address
5. Take both internal and external sizes of each window/door opening, so we can tailor make your new products
6. Check whether there is any existing damage around the openings
7. Carry out a health and safety check to ensure the safety of you and our team

It would be helpful if you could move any fragile or precious items away from the windows prior to our surveyor arriving.

Our surveyor will ask you to sign the Customer Profile Checklist to confirm your information and choices.

All information will be handled in accordance with our data protection procedures.

MANUFACTURING

The time period from survey to installation will vary as it depends on the specific requirements of the contract.

With three state-of-the-art sites in Rugby, we have complete control over the entire production process. We manufacture and fit over 2,500 items per week, fabricating all of our windows and doors in-house. Additionally, we have our own specialist glass manufacturing plant where we produce all of our own IGUs (Insulated Glass Units).

HOW OUR WINDOWS ARE MADE

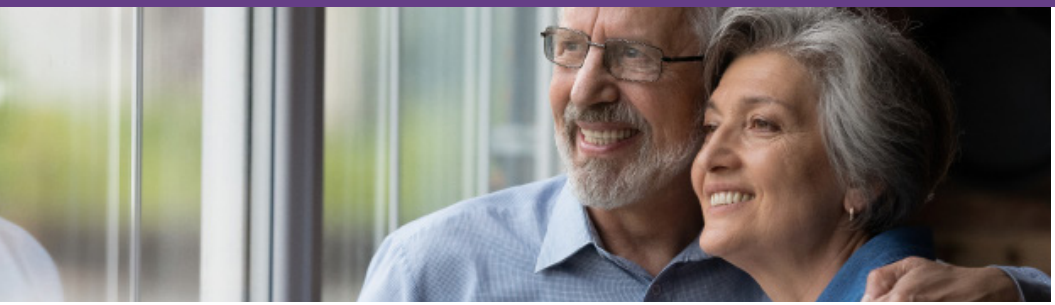
Creating a window involves a series of steps to ensure functionality, durability, and aesthetic appeal. The frames are cut, welded, and assembled, followed by the installation of hinges and hardware to enable opening and closing.

HOW OUR COMPOSITE DOORS ARE MADE

The door is first cut to the necessary dimensions, ensuring a precise fit within its frame. Any glass panels are added, followed by the hinges and hardware. Finally, accessories like letterboxes and knockers are added for the finishing touch.

HOW OUR GLASS UNITS ARE MADE

The glass is first cut from large panels. If toughened glass is required, the glass proceeds to a heat treatment process. The glass units are then assembled and filled with gas, often argon, and sealed with an airtight seal.



INSTALLATION

Once the products have been delivered to the designated installation hub and QC inspected, we will contact you to arrange a mutually convenient date for the installation to commence. At this point we will advise you of how long the installation is likely to take, under normal circumstances most installations are completed within one working day.

We endeavour to give you a 7 days' notice, but this may be less in busier periods - if you require more notice, please let us know.

BEFORE WE ARRIVE

1. We ask that you make your home ready for the works by moving pictures, obstructions, fragile and valuable items away from the work area, and remove your curtains and blinds.

2. We will advise you if scaffold is required to gain access to your windows and inform you of a date that the scaffolding will be erected, this will be in advance of your window installation. The scaffolders will endeavour not to block the signal to your TV aerial or satellite receivers; however, this cannot be guaranteed. We will ensure that scaffold is dismantled as quickly as possible upon completion of the installation.

3. It is important that you help us maintain a safe environment for all. Please ensure that children, vulnerable adults and pets are kept away from the work area, storage areas and scaffolding.

WHEN WE ARRIVE

1. Please be aware that we are carrying out minor construction work and as such there will be an element of dust, noise and vibration. We will protect your property with dust sheets internally and groundsheets externally.

2. Our installers will agree a room sequence with you to ensure you will always have a comfort area, throughout the day - however, they will commence upstairs and work down.

3. If we are unable to complete your installation, we will explain the reason why, and the likely timescales. We will always ensure your home is safe and secure.

WHEN WE HAVE FINISHED

1. On completion, the installers will (when applicable) hand over your new keys and give you an Operation and Maintenance Guide, which feature QR codes for you to scan to access video guides. Your installer will outline the product features and provide a demonstration of how to operate your new products.

2. They will also ask you to confirm your satisfaction of the works.

If you experience any problems with the operation of your new windows and/or doors, please contact us.

We will arrange for an engineer to visit your home and repair the fault as soon as possible.
Call us on 0808 1234 000 - lines are open Monday to Friday from 8am until 5pm. Outside of these hours, you will automatically be transferred to our out of hours emergency call out service. You can also email us at customercare@nwd.co.uk

CUSTOMER FEEDBACK

The arrangements for satisfaction surveys vary between each of our contracts, however we are always keen to receive feedback on the service we have provided. Feedback gives us the chance to put things right if there has been an error, and it helps us make sure the same mistake is not repeated

The project team's contact details are listed on our emails and texts, and our After Care Department contact details are on the previous page. We also encourage you to provide feedback through the Nationwide Windows Facebook, Google and TrustPilot accounts.

FACEBOOK

1. Leaving a review on Facebook is a quick and easy process. Visit our Facebook page.

2. Scroll down to the "Reviews" tab on the left-hand side of the page.

3. Click on this tab and then click on the "Write a review" button.

4. You will be prompted to select a star rating and write a detailed review of your experience.

GOOGLE

1. Visit the Nationwide Windows Google My Business Page.

2. Click reviews.

3. You will be prompted to log in to your Google account or create one if you don't have one already. After signing in, you can rate the business using a five-star rating system and write a detailed review of your experience.

TRUSTPILOT

1. To leave a review on TrustPilot, first, navigate to the Nationwide Windows TrustPilot page.

2. In the "Write a review" button, log in or create a TrustPilot account.

3. After you have signed in, you can write a detailed review of your experience.

4. Once you are satisfied with your review, click the "Post review."

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