

MILA SAFEKEEP

High Level Window Maintenance Brochure



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Risks to Building Users from Defective
Windows and Doors in Flats

Falls from Height

Damp and Mould

Draughts

Harder to heat in Winter

Harder to cool in Summer

Risk to Building Owners and Managers

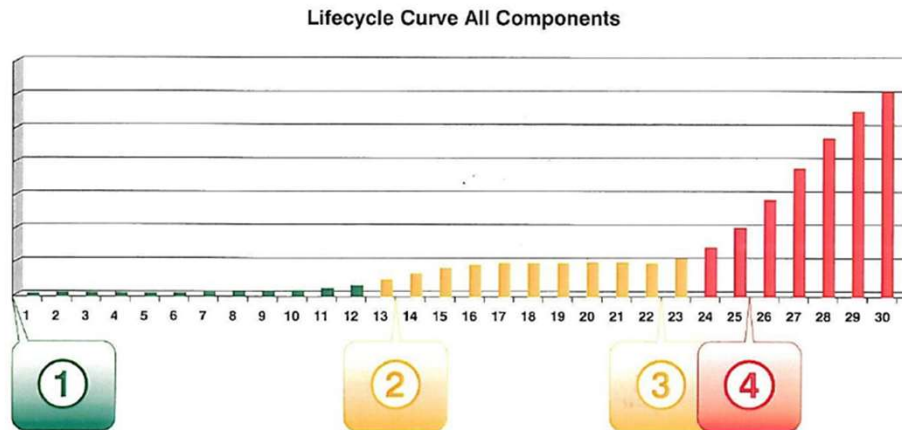
Duty of Care

Reputational
Risk

Loss of Rental
Income

High-Cost
Repairs

Window / Door Lifecycle



- ① **New Installation or full Capital Stretch**
- ② **Start of consistent component failure**
- ③ **Increasing component failure and multi sealed unit breakdowns**
- ④ **Unsustainable repairs budget indicates end of current lifecycle**

Windows

- Seals & Gaskets
- Mechanism
- Hinges
- Handles
- Restrictors
- Trickle Vents
- Drainage

Doors

- Seals & Gasket
- Locking Mechanism
- Hinges
- Gaps
- Closer



It is highly likely that the PVCu, Aluminium, or hardwood Timber window frames you installed will retain their original manufactured conditions for colour fastness, stability, and structural integrity. They will remain robust and wholly fit for purpose.

Although climatic conditions are changing in the UK they are not likely to affect the window frames in terms of wind loading and deflection, and their basic suitability as 'fit for purpose' will remain the same as the day the specification was approved and the windows installed.

Lifespan of Window Frames and Casements

Window frames can last between 25 to 35 years, or even longer, depending on various factors such as the quality of the material, installation, climate conditions, and how well they are maintained.



Lifespan

The lifespan of seals and gaskets in newly installed uPVC windows can vary, but typically, they are designed to last for approximately **10 to 20 years**. This range is influenced by several factors, including the quality of the materials used, the environmental conditions they are exposed to, and how well they are maintained.

Potential Impacts

Degraded and poorly performing gaskets and seals will have a negative impact on the sealing of the windows allowing drafts or noise pollution to adversely affect the comfort of your residents.

Additionally, poorly performing gaskets and seals can cause water to leak into a resident's home, and lead to sealed units sitting in water which will degrade their integrity resulting in future failure.

Solutions

Gaskets and seals can quickly and easily be replaced without damaging the window frames. This operation can be carried out without the need to remove the windows, without disturbing the original installation and with the minimum disruption to residents.

Benefits

Drafts and noise pollution will be reduced back to levels present when the windows were first installed, and fuel bills will be reduced for residents/landlords. Sealed units are less likely to be subject to failure if they are not sat in water.



Lifespan - After 10 years, and without regular servicing hardware may have started to corrode and lose its operational functionality and physical integrity.

Potential impacts

An inability for residents to engage locking mechanisms correctly can lead to damage in other areas of the window due to the application of undue force to failing components to make them work.

Locks may not engage properly leading to security and/or health and safety concerns. Locks which are not operating properly additionally compromise the ability of seals and gaskets to perform as they are designed to do.

Corrosion to hardware installed into blocks in coastal locations can be particularly severe over an extended period of time.

Solutions

All hardware components can be checked for operational and material integrity, all moving parts can be lubricated and/or direct or alternative replacement parts can be sourced and installed.

This operation can be carried out without the need to remove the windows, without disturbing the original installation and with the minimum disruption to residents.

Benefits

Locking mechanisms can be returned to their original operational functionality leading to better performance of seals and gaskets, ease for residents when opening and closing windows, and improved security and/or health and safety.



It is possible if you installed your windows up to 10 years ago that suitable restrictors were not available to specify at the time.

Lifespan

After 10 years it is likely that parts will no longer be in warranty and depending on usage may become worn and less effective.

Potential Impacts

Not having suitable, easy to use locking restrictors fitted to windows in high rise dwellings can lead to health and safety risks for residents and any visitors who come to their home, particularly young children.

Solutions

There is a wide range of suitable restrictors available in the market which can be installed retrospectively by suitably qualified specialist contractors.

This operation can be carried out without the need to remove the windows, without disturbing the original installation and with the minimum disruption to residents.

Benefits

Takes away risk and health and safety concerns for residents and landlords, brings properties up to the latest 'best practice' specification standards.



What to consider when choosing a UPVC window restrictor

There are four key things to consider when buying window restrictors for UPVC windows:-

- 1: Do you want the option to ever have the window fully open
- 2: How much control you want to have in overriding the restriction to the window opening
- 3: How strong you want the window restriction to be
- 4: The quality assurances of the product

Quality Assurance

Once you've chosen the style of UPVC window restrictor that meets your needs you will need to choose a brand. Window restrictors are relied on to provide safety and security and, as such, reliability is a must. We recommend Jackloc restrictors.

Certification

To make sure that the restrictor you choose has been certified as strong enough to prevent a fall or an attempt at a forced break-in choose a product that has been tested to all of the elements of BS EN 13126 and BS EN 14351.

Look at the certificates closely to ensure that the product has the independent tests for **every** element of BS EN 13126 and BS EN 14351. Be wary of low priced options, although some restrictors at a lower price claim to be BS EN certified, there are traders "passing off" cheaper, lower quality imported products as a Jackloc product.



Sealed Units

If your windows were installed up to 10 years ago it is likely that glass technology has superseded your original specification. Pilkington K Glass became very popular in the early 1990s and was the first step in the direction of improving the thermal efficiency of windows once double glazing had become the standard, but glass technology has improved significantly in recent years.

Potential Impacts

Sealed units which have been installed for 10 years can show signs of seal failure reducing their performance, and are unlikely to be the most thermally efficient they can be.

Solutions

Sealed units are easily replaced by the latest specification of glass available on the market without disturbing the windows, and utilising the same glazing beads which were originally installed.

This operation can be carried out without the need to remove the windows, without disturbing the original installation and with the minimum disruption to residents.

Benefits

Thermal performance of the overall window is upgraded providing improved warmth and comfort to residents and reducing fuel bills for residents and landlords. In locations which require acoustic enhancements can also be achieved.



Ventilators fitted up-to 10 years ago have been superseded by newer and better overall performing products including many with acoustic options.

Some older windows may have been fitted without suitable ventilation increasing potential for Damp and Mould problems.

Potential Impacts

Poorly performing vents do not provide sufficient air-flow around flats in high-rise living accommodation leading to damp and other associated problems. Early model vents are unlikely to provide acoustic or thermal benefits.

Solutions

Newer model vents, including mechanical vents can be retrospectively fitted to provide better air-flow and other benefits to the resident including acoustic or thermal enhancements.

This operation can be carried out without the need to remove the windows, without disturbing the original installation and with the minimum disruption to residents.

Benefits

Buildings are better through good ventilation, resident comfort is enhanced and problems associated with some of the older models of vents can be removed.



Challenges of High Rise Window Replacements

We asked the Property Services Manager of a Social Landlord with a number of High & Medium Level blocks what were the biggest Hurdles to overcome when a window needs replacing in one of these blocks?

1. Access and Safety: *One of the primary challenges is gaining safe access to the exterior of high-rise buildings. Scaffolding, swing stages, or other specialized equipment may be needed, which not only adds to the complexity but also the cost.*

2. Render / Overcladding - *These issues are primarily due to the integration of the new window with the existing facade treatments, which can affect both the building's performance and aesthetics.*

3. Cost: *Due to the complexities involved, such as the need for specialised labour, equipment, and materials, the cost of replacing windows in high-rise buildings is significantly higher than in standard houses. Often residents can be left with windows screwed shut for a long time because it is so difficult to replace windows on a one-off basis.*



You have rendered or over-clad your high-rise living accommodation

If you have rendered or over-clad your high-rise living accommodation blocks since you installed your windows then there are potential difficulties if you later want to change them

Water Ingress and Moisture Management: One of the primary risks is the potential for water ingress around the new window frames. If the window replacement is not properly sealed and integrated with the existing cladding or render system, it can lead to moisture penetration, which might cause damage to the building's interior and exterior, including issues like mold, rot, and deterioration of building materials.

1. Thermal Bridging and Insulation Disruption: Improperly installed windows can create thermal bridges that disrupt the continuity of the building's thermal envelope. This can lead to increased heat loss, higher energy bills, and discomfort for occupants due to cold spots and potential condensation issues around the window areas.

2. Structural Integrity / Fire Safety: The process of removing old windows and installing new ones, especially in buildings with external render or overcladding, may compromise the structural integrity of the facade if not done correctly. The removal process can damage the cladding or render, and the new installation must be adequately supported and secured to prevent structural issues. This may also impact the Building's Fire Safety Strategy if compartmentalisation measures are damaged/removed.

SOLUTION

Maintain the Windows and replace operational parts from inside building so Frames can remain in place as long as possible.



Resident Comfort

Regenerating or refurbishing the windows installed into your high-rise living accommodation can provide significant uplifts to the level of your resident's comfort.

Better sealed units provide better thermal performance, better acoustic performance, and reduced fuel bills; replacement gaskets and seals reduce draughts and noise pollution; upgraded hardware leads to better functionality of the window and ensures that gaskets and seals maintain their full compression; better ventilators ensure a good flow of air around the home to improve air and building quality.



By retaining existing window frames rather than commissioning the manufacture of new ones, landfill or recycling impacts can be substantially reduced and site carbon footprints can be mitigated.

With no new window frames and casements being manufactured the carbon footprint of a site is significantly reduced, and with all works being carried out quickly from the inside of a building there is no requirement for scaffolding.



**Kennedy Court Hastings - Norman Smyth, Asset Manager,
Amicus Horizon Sussex**

“For a number of years I had been considering the wasteful nature of replacing the whole window when only certain components were worn out. Mila Window and Door Maintenance offered a refurbishment service which addressed that issue.

The project at Kennedy Court had a number of benefits:

- Financial savings on scaffold
- Financial savings on material costs
- Zero damage to external render caused by removing the entire window frame
- Modernised casements by designing out, increasingly, obsolete parts
- Opportunity to upgrade to solar glass on south facing elevations
- High resident satisfaction
- Excellent carbon savings and improved footprint; very good for our ‘Green Agenda’
- Accommodating nature of Mila’s team for ‘hard to Access’ dwellings
- Ability to reset the next repair year to 30 years, the same as if we had renewed the whole window

Following the success of this project I am looking into the feasibility and savings possible if the model was expanded to low rise dwellings.”



Market Hill Project, Scunthorpe - Neil Webster, Head of Refurbishment at Ongo Homes

“We had become aware of the increasing number of maintenance call outs to the blocks with regards to windows in recent years and had particular difficulty finding replacement hardware parts. With the windows having been installed for over 20 years many of the parts had become obsolete as technical advancements in the window industry developed.

We were aware of a very similar scheme which had been undertaken in pretty much the same circumstances at Gentoo in Sunderland and so we visited their site to see what had been done and to see the positive impacts on their blocks and on their residents.

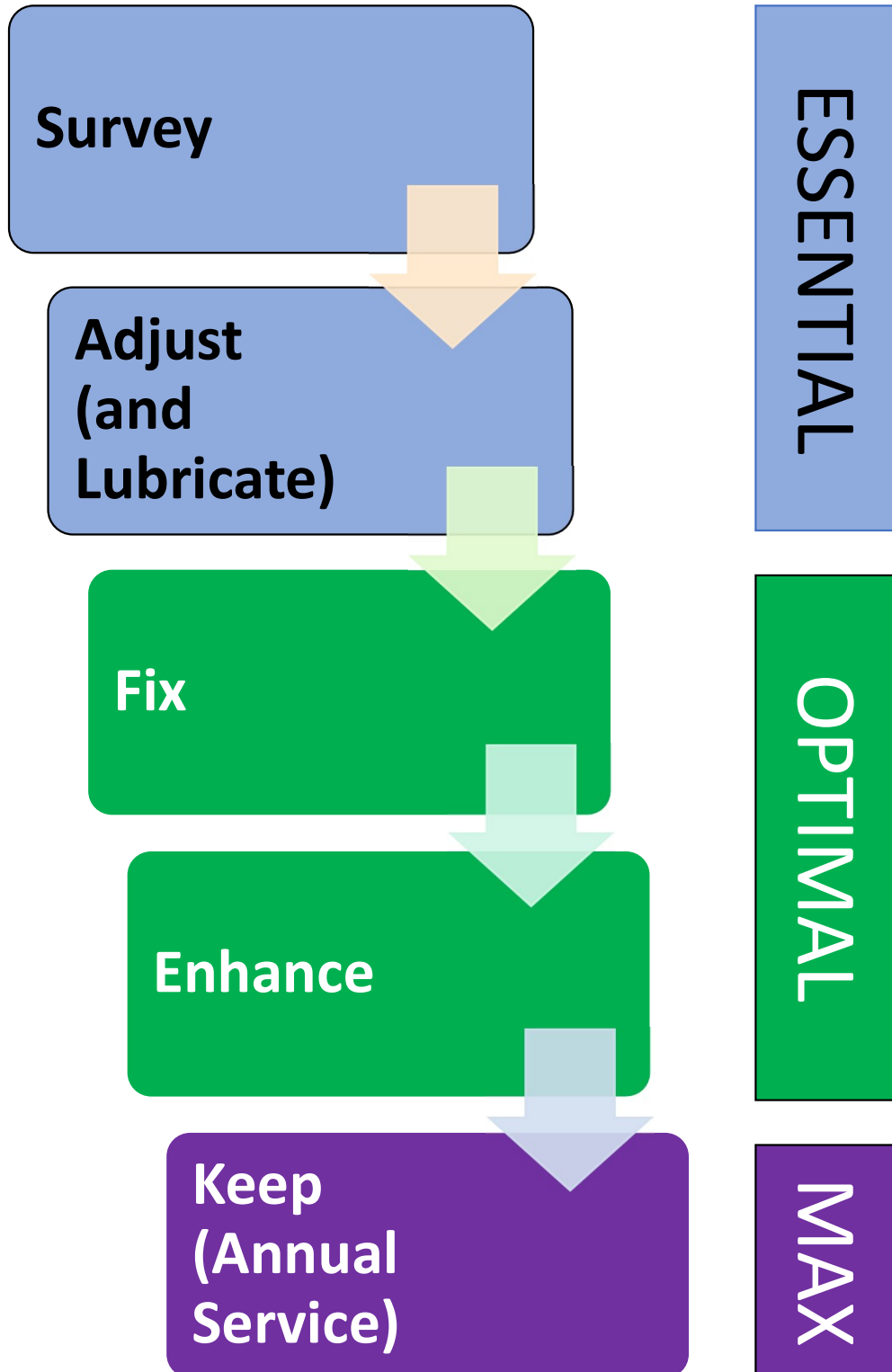
The cost of replacing the windows for a second time would have been prohibitive, added to which was the potential damage to the external insulation system, disturbance to residents and the negative environmental impact.

Our residents are always supportive of what we try to do and understand that we try to offer them the best solutions; after meeting with Mila Window and Door Maintenance and talking to our residents and following a full assessment of all the options available to us it was clear that a ‘refurbishment scheme’ rather than another replacement of the windows was a viable, innovative and very attractive proposition.

Going down the refurbishment route rather than replacing the windows is clearly a fantastic outcome for Ongo and its residents; the feedback about the completed works and in respect of Mila Window and Door Maintenance’s ability to carry out the job has been excellent”.

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5-Step Strategy



Next Steps

1. Read MILA SAFEKEEP Brochure
2. Contact sales@milamaintenance.co.uk with details of your project
3. Mila Maintenance will contact you to arrange a free SAFEKEEP site visit.
4. Mila Maintenance will produce a SAFEKEEP proposal for your Windows and Doors.

