



Roofing – frequently asked questions

What is included?

Replacement roof covering similar in design to your existing roof, replacement battens, felting, loft insulation if required or just a top up, roofing ventilation, replacement soffits, fascia's, gutters and downpipes as required.

How long will it take?

We estimate works will take between 2 and 3 weeks, including erection of scaffolding which will remain in place throughout these works. This is a guide and is subject to change should there be unforeseen delays and poor weather conditions. We would not need access to your property for most of this works during normal working hours.

What should I do before works start?

You may need to remove items from your loft space to prevent any damage to your belongings and allow the contractors to replace insulation (if required). The contractors will let you know if you need to do this before work begins.

Will I have to be home for the works?

No, but there will need to be a responsible person you trust present for the duration of the works. We will work with your around any access issues you may have, but we cannot offer compensation for loss of earnings.

Can I choose not to have the works done?

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and the change your mind we cannot guarantee to carry out the works in the programme cycle.

Can I have just part of the works done?

No, we cannot just do part works.

Why do I need an asbestos survey carried out before the works can start?

We have a legal duty to ensure that any asbestos containing materials are identified before improvement works start. Without a completed asbestos survey in place we will not be able to carry out the works. There is no guarantee we would be able to add this to a future programme.

What is going to happen next?

We will write to you to confirm that you are in the programme. Following this you will be contacted by our appointed contractor who will arrange to call round to discuss the process. A provisional start date will be arranged at this stage. During this time we may also need access to carry out an asbestos survey and gas flue safety check to comply with Health and Safety regulations.

How will I know what is happening during the works.

There will be some unavoidable disruption but this will be kept to minimum. Your property should remain weather tight throughout the duration of the works.

Further information to note.

Please ensure if you have children that they do not climb or play near the scaffolding. No unauthorised are allowed on the scaffold at any time.

If you have a satellite dish and the works will cause interference to your reception, we will temporarily move your satellite dish to another place.

If there's scaffolding, as a tenant you should tell your home and contents insurer, otherwise they may refuse to pay a claim.

If you have garden ornaments, seats, storage boxes, plants etc. around the area where the scaffold is to be placed to ensure the area is cleared.

It may be necessary to place a skip within your garden.

You will be provided with the contractors contact details in the event of any leaks that occur during the works for a 24 hour emergency response.