



# Roofing Fact Sheet

It is planned for you to have a new roof fitted to your home. We will make every effort to make sure the whole process runs as smoothly as possible and that you are happy with the work that is carried out.

## Resident Liaison Officer (RLO)

Your RLO should be your first point of contact, and will support you throughout the work and help with any special requirements you may have.

Their contact details can be found on the Keeping in Contact sheet you were given.



## Before the work

It is your responsibility to remove your belongings from the areas of work before we start and provide access for the work.

We need clear access to erect the scaffolding. The scaffold line to your home will be approximately one meter away from all external walls.

- Clear away any outdoor furniture, washing lines, play equipment and garden equipment and store them securely.
- Remove any plants/shrubs growing up against the walls of your home and remove any hanging baskets or pots that may hinder the work or are at risk of getting damaged.
- Please leave access gates unlocked if you will not be at home when we arrive.
- Please remove cat and dog excrement and household waste from your garden.
- Cover and protect your pond and contents.
- Please remove any vehicles/caravans away from the area where work is going to take place.
- Notify your alarm and insurance company to explain that scaffolding is being erected. Your insurance could be invalid if you do not notify them.
- For security, please ensure that your windows are kept locked throughout the work whilst the scaffolding is in place.
- **Ensure that the loft space in your home is completely empty. If there are any items that you cannot move, it is your responsibility to cover and protect them as we will not accept responsibility for any damage caused to your belongings which are not removed.**

## Please note:

- If you have a gas fire or vertical flue a gas safe engineer will need to access your home to carry out a survey. A gas survey has to be carried out even if there is no gas supply to your home. We may also arrange a gas safety test with your neighbour.
- If you have a conservatory or decking, we will discuss this with you on an individual basis.

- Your TV aerial and/or satellite dish may need to be removed and refitted to ensure a signal is received. It will be temporarily relocated when the scaffolding is erected and reinstated on completion of the work. There will be a period of time when your connection will be lost, we will keep any disruption to a minimum.
- We will notify you if we need to arrange for your telephone line to be removed and refitted.
- If you require assistance, please contact your RLO before the work starts. If we remove your belongings on your behalf, we will return them to you for your safe keeping. Please refer to the Work Agreement in your Customer Information Pack. We will not accept any liability for any damage caused to your belongings which are not removed.

### During the work

Once the scaffolding has been erected:

- The existing roofing materials will be carefully stripped, exposing the tile laths and felt;
- A new layer of breathable felt will be installed. At this stage, even though there are no tiles in place, you can consider your roof watertight;
- Tile batons are fixed in place to which the new slates/tiles are fixed;
- The work may not always be continuous and there may be days when no one is working on the scaffolding or your roof;
- Please leave access gates unlocked if you will not be at home;
- Do not park vehicles/caravans beneath the scaffolding;
- Do not hang washing outside.

**Please Note:** Delays to external work can be caused by heavy rain, snow, high winds or temperatures of less than four degrees. We apologise in advance if delays occur. We will keep you informed as the work progresses.

### Health and safety security

- Do not tamper with or climb on the scaffolding.
- If you see anyone other than authorised personnel climbing on or dismantling the scaffold, please contact your RLO or Site Manager immediately. If out of working hours, please phone the police directly.
- Please avoid walking under the scaffolding and take care when entering and leaving your home as there may be falling debris. Where possible get the attention of an operative before exiting and accessing your home.
- Protective lagging will be put on scaffolding around doorways.
- To prevent dust entering your home, keep your doors and windows closed whilst we are working.
- Keep your doors and windows locked when you are not at home.
- We may need to switch off your boiler for up to eight hours whilst we are working on the scaffold.

### After the work

- The scaffolding will be removed when the work is complete.
- You will receive a handover card with details of who to contact should you have any queries.

**Please complete the customer satisfaction survey which will be given to you at the end of the work. Your feedback will help us to improve our service.**