

All About It – Replacement of Pitched Roofs

Why are we doing it?

The provision of a new roof is part of an ongoing programme of work to ensure that your home is weather-tight warm and energy efficient. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts such as the roof fail this standard and we will write to you to tell you if this work is required.

When are we going to do it?

We have a 5 year programme of works which identifies the properties that we wish to inspect over the next 5 years. Your copy of the 5 year plan will show when we intend to look at and carry out external works in your street or estate.

What happens next?

If work is planned we will write to you inviting you to attend a consultation meeting. This meeting gives an overview of the proposed works and gives you an opportunity to help shape the project and to influence what works are done. We will be able to tell you at this meeting how long it will be before contractors arrive.

You are also very welcome to join one of our other groups such as the Repairs and Investment Group (RIG) which focuses on repairs and maintenance or 'The Decent Homes Group' which focuses on the Major programme of improvement works being planned for the next 5 years. You could also set-up your own resident group if such a group does not exist on your estate. If you would like to know more please get in touch with our Customer Care Team, the details are at the end of this leaflet.

We may also need to inspect parts of the building or block which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

How long will it take?

Once the contractor arrives, the time taken to complete the work varies with the size of the property. As a rough guide, a single house will take 3 to 4 weeks, with the scaffolding being in place for 4 to 5 weeks. A block will take longer, 5 to 6 weeks or more, with the scaffolding being in place for 7 – 8 weeks or more depending on how big it is. We will make sure that everyone is kept informed.

What you need to do

- ◆ Notify your home contents insurance of the proposed works.
- ◆ Clear your loft if you have one.
- ◆ Take all possible precautions to secure your property whilst not in occupation.
- ◆ If scaffold is put up keep your main windows closed, apart from the top vent.
- ◆ Remove any personal items from within 2 meters around the building so scaffold can be put up.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special requirements.
- ◆ If you have a satellite dish, arrange for it to be removed, if you do not remove it and it affects the work you may be charged.

What will the contractor do? They will:-

- ◆ Arrive at about eight o'clock in the morning
- ◆ Introduce themselves and show you identification
- ◆ Remove the old tiles, felt and battens- this might be noisy
- ◆ Remove the old fascia, soffit and rainwater pipes and gutters
- ◆ Roof timbers will be checked and any repairs done
- ◆ Provide new insulation quilt
- ◆ Fit new felt and nail new battens down- this might be noisy
- ◆ Lay the new tiles, these are nailed on so this might be noisy
- ◆ Put up new fascia and soffit
- ◆ Fix new gutters and rainwater pipes
- ◆ Attend any repairs or re-pointing needed on any chimneys
- ◆ Clear up any mess at the end of each day
- ◆ Have a manager or foreman who you can speak to on a daily basis.

Important points

Sometimes we may need to carry out more than just roofing work. If scaffold is erected then we try to do other works as well such as repairs to concrete structures, walkways, railings or brickwork repairs. We will tell you if this work is also planned.

There will be deliveries of tiles and materials which will need to be placed in your garden or around the block. Please keep children away from these areas.

There will be skips placed in the road and around your estate for waste materials. These will be removed on a daily basis or when filled.

This type of work can be noisy and does create dust, however our contractors will do all they can to inform you when noisy or dusty work is starting and they will try to keep noise and disturbance to a minimum.

What happens if there is a problem?

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.