

Re-roofing

This information outlines how we will plan any work to be carried out and how this work could affect you.

Will you be installing a new roof on my home?

If our records show that your property may need roofing works, we'll be in touch to arrange an appointment to carry out an inspection.

During the inspection, we'll make sure your roof meets the Decent Homes Standard. We'll look at things like how old your roof is and if there are any signs of damage.

Please note that an inspection is not a guarantee of work taking place.

If we find that the roof needs to be repaired or replaced, we will let you know within a week of the inspection. If your roof only needs repairs, we'll contact you to arrange a time to come back and make the repairs. Or, if you prefer, you can give our office a call on **01952 217313** or email us at InternalWorkCategoryDL@wrekin.com to arrange the appointment. Just so you know, if we need to order parts, the repairs team might have to come back a few times.

What happens next if a decision is made to replace my roof?

If we decide to replace your roof, our roofing contractors will be appointed to carry out the work on our behalf. They'll contact you to arrange a time to carry out a full survey and answer any questions you have. During this visit, they'll make sure there's nothing that could slow down the work and see if there's any other work that needs to be done before they can start.

Some properties may have asbestos, which is a safety concern. So, we might need to do an asbestos survey before the roof installation can get started. But if we already have this information from previous work done in your home, then another survey won't be needed.

If you have any overhead electric cables supplying power to your property, Central Networks will need to come and cover them with a protective casing.

What work is involved?

When our contractors start work on your roof, it will take one to two weeks to finish. If there's any extra work that needs to be done, it might take longer. Our contractors will keep you updated.

If your wall or roof has a flue, we will need to access your home to do a health and safety gas flue check before and after the re-roofing work is done. Our gas team will contact you to arrange the flue check.

If your roof has a flue, we must turn off your central heating to allow work to take place around the flue in line with current Gas Safety Regulations. We will need to enter your home for this. After the work is done, we will turn your heating back on. If you need temporary heating, please talk to the gas engineer when they visit.

Our contractors may reuse or replace your roof tiles based on their condition. They will replace all felt and battens. To meet safety rules, they might add insulation and improve roof ventilation.

Scaffolding will be set up around your home before work begins and will stay up during the project. Please keep children away from the scaffolding and be cautious around your property while work is ongoing. Inform your home insurance provider about the scaffolding, as it may affect your cover.



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

We'll let you know when the work will start. If the date doesn't work for you, just let us know as soon as you can so we arrange a new date.

Please be aware that bad weather may delay the start and completion of the work.

What do I need to do before the work starts?

If you have any plant pots or ornaments, please move them approximately two meters away from the property.

You may need to remove items from your loft space to allow the contractors to replace insulation. The contractors will let you know if you need to do this before they start the work.

What disruption will there be?

There will be some noise and workers may need to access your home for the duration of the work. They may need to plug in their tools to keep them charged up, and supervisors will also visit to make sure everything is going smoothly.

What happens after the work is finished?

Once your roofing work has been completed, our contractors will re-fix satellite dishes (where needed) and do a final clean up around your property. Following the clear up, the scaffolding will be dismantled.

Our contractors will ask you to take a look at the roof and sign a completion form to say you're happy with it. Wrekin staff will also come back at a later date to make sure everything is good. If there's something you're not happy with, please tell our contractors and they'll try to fix it. Or you can tell us and we'll contact them on your behalf. You can call our office on **01952 217313** or email us at InternalWorkCategoryDL@wrekin.com

We'll send you a survey to fill out within a week to see how you feel about the work, unless you've opted out. It's important to be honest so we can make our service better.

Here's what you can expect from us when we come to work at your home:

- ▶ All of our staff will wear ID badges so you know who they are. They will be polite and respectful when they are in your home.
- ▶ Our work hours are from 8am to 5pm, Monday to Friday.
- ▶ The work might be a little noisy and messy, but we will try to keep it to a minimum and clean up at the end of each day. We will use floor protection when needed and make sure to clear away any waste.

Here's what we expect from you:

- ▶ Please make sure someone over the age of 18 is at home while we work.
- ▶ Be nice to our staff and clear away any obstacles in the work area.
- ▶ Let us know if the work date we give you doesn't work for you.
- ▶ Tell us right away if you have any special needs or concerns, or if there's anything important we should know before we start working.
- ▶ Keep pets and children away from the work area.
- ▶ And if you're not happy with something, please tell us.