

Council Housing Management Service

What happens when...

My home needs a roof installed...

Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

What happens next?

If your home is to be included on the roofing programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

In preparation for the work, we may need to undertake removal of asbestos containing materials within the roofing area. If this work is required, a staff member will contact you directly to discuss this and agree an appointment for a specialist removal contractor to undertake this work.

Who will undertake the work?

We will select a contractor based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work at your home on this date. We will give you at least seven working days' notice before any work starts at your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey.

This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible

How long will it take?

The work to your home will take approximately 3-6 weeks from start to finish which includes construction and dismantlement of scaffolding. At times delays do occur; the site supervisor will keep you informed of any delays to the work.

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operators.

A programme of work will be developed, and you will be provided with an agreed appointment to carry out the work as well as an opportunity to inform on any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.



What does the work involve?

Work will include the replacement of your roof covering, including flashings to chimney stack(s), repointing of the chimney stack(s), fascias, soffits, gutters and rainwater pipes.

We will notify you of the date that scaffolding will be erected around your home. The scaffolding will be in place for the duration of the work. Television aerials/satellite dishes and communication cables will be temporarily repositioned and put back to their original position once the works have been completed.

It may also be required to isolate and re-connect your gas boiler at the beginning and end of the working day to facilitate works surrounding the flue. Where necessary temporary heating can be provided.

Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Noise during working hours**
- **Scaffolding surrounding your home**
- **Skips located on front driveways/footpaths/gardens/yards**
- **Temporary rainwater goods & temporary repositioning of TV aerials/satellite dishes and communication cables**
- **Relocation of your belongings both externally and internally (i.e. vehicles and goods within loft spaces) to ensure they are not adversely damaged**
- **Temporary loss of heating and hot water during any work surrounding the boiler flue**

The contractor will do their best to keep dust, debris and waste to a minimum when carrying out the work. It is the contractor's responsibility to ensure that the area(s) are kept clean at the end of each day.

Will there be much damage?

When the original roof is disturbed, this can cause cracking to ceilings. If this happens, the contractor will fix any cracks that occur.

What do I need to do before and during the work being carried out?

To help everything run smoothly and safely, please remove all obstructions both inside and outside your home, giving the contractor access to the area of work.

The loft area will need to be cleared before any re-roofing work can be carried out. Items near to your home such as plants, plant pots, hanging baskets and hose pipes must be removed and all pathways made clear.

We request that whilst scaffolding is erected near your home that you remain vigilant to ensure that unauthorised persons are not gaining access to the scaffolding.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the works.

Warning signs advising of potential hazards where work is being carried out will be placed at various locations. We ask you do not ignore them as they are there for your safety and welfare.

What happens after the work is finished?

If you have any problems with your roof, please report as a normal repair.

Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk