

What happens  
when...?

ForHousing

In partnership with  
 Cheshire West  
and Chester

# My home needs to be reroofed.

## Introduction

As part of the work in bringing council homes up to the Decent Homes Standard, ForHousing carry out annual planned maintenance improvement work. Homes requiring roof replacement are inspected by our team to establish the work required. You will be notified by letter when your home is included in the roofing programme.

## What happens next?

If your home is to be included on the roofing programme, we 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 ForHousing representative 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 inform you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work to your home on this date. We will give you at least seven working days notice before any work will start on 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 and establish any individual needs, access arrangements required to complete the work and to answer any queries you may have.

All work on site will be supervised by the contractor and ForHousing. 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.

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 operatives.

A programme of works will be developed, and you will be provided with an agreed appointment to carry out the works 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 property. 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 property
- 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 and property 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 works being carried out?

To enable all the work to be completed in a timely and safe manner, we would ask that you remove any 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 the property such as plants, plant pots, hanging baskets and hose pipes must be removed and all pathways made clear. If you are unable to carry out this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We request that whilst scaffolding is erected near your property that you remain vigilant to ensure that unauthorized persons are not gaining access to the scaffolding. If you see anybody climbing, trespassing on, or vandalizing the scaffolding, please contact ForHousing using one of the contact methods below or alternatively the police on 101.

We ask you to supervise any pets and/or children that you may have at all times. Take due care to ensure your own personal safety whilst around the work areas.

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

## How will the work be checked?



We will supervise all work to ensure the contractors comply with all Health and Safety standards and will inspect all completed works. To ensure they have met the required standards, the aerials have been re-instated, scaffolding taken down within a reasonable timescale and all debris removed from your home.

## Who can I contact if I have any further questions regarding this work?

Please ask your appointed contractor or get in touch with our Asset Management team via



email: [epnassetsteam@forhousing.co.uk](mailto:epnassetsteam@forhousing.co.uk).



Alternatively contact our Service Centre, on 0300 123 5522 (open 8am – 6.30pm Monday to Friday).

**ForHousing**

In partnership with



**Cheshire West  
and Chester**