



herefordshire housing

>People >Homes >Communities

Re-roofing

Improvement



Creating quality choices for communities

Herefordshire Housing aims to provide properties that meet the Decent Homes Standard and fulfils both tenants' expectations and aspirations. This leaflet explains how we aim to carry this out.

## Prior to any work starting

### The Survey

The process of re-roofing your home starts with a detailed survey carried out by either a Surveyor from Herefordshire Housing or by an appointed contractor. Each property will be surveyed individually to ensure that the full extent of the work is established before we commence re-roofing.

**Please make sure that you request and check the Surveyor's ID badge. Do not allow any one into your home if they do not have any identification.**

## Re-roofing improvement

Normally when we carry out this type of work we will re-roof the complete roof. This involves fitting new timber battens, roofing felt and new tiles or slates to match the existing covering. If the roof does not require complete renewal, we will carry out a partial re-roof where only the bottom rows of tiles or slates are replaced. If you have a flat roof we will lay new roofing felt

and install roof insulation, if required, to a depth to match the current Building Regulation Standards. While we carry out the improvement we will also complete additional works where they are found to be required.

These are:

- Ensure the existing chimney is safe by re-building or re-pointing the brickwork as necessary
- Fitting new PVCu (Plastic) fascias, soffits and barge boards
- Fitting new guttering and down pipes
- Fitting additional loft insulation to a depth to match the current Building Regulation standards

This type of improvement will require a scaffolding system to be used to complete the works and is necessary to carry out the works safely. We will ensure that you are able to get into and out of your home while the scaffold is in place and that any satellite dishes or television aerials that you may have are kept working.

## Disability Aids and Adaptations

During the survey it would be really useful to know if you need any Minor disabled adaptations to your property, such as grab rails or lever taps or if you require a Major adaptation such as a walk in shower, or if you have requested a visit from the Occupational Therapist through your Doctor to assess your needs, please inform our Surveyor as we will try and undertake these adaptations at the time the improvement is completed.

Some major adaptations between £1,000 and £2,000 and works referred to the Local Authority for a Disabled Facilities Grant will normally only be given permission if the property is a ground floor flat or bungalow. There are exceptions to this depending on your family needs and you can discuss this with our Surveyor.





## Carrying out the work to your home

### During the Works - We will ensure that:

- You are given a start date and a completion date for carrying out the work
- That your home is left protected from the weather
- Your home and garden is left in a clean and tidy condition at the end of each working day
- We will respect your home at all times
- You have contact telephone numbers for both day time and out-of-hours emergencies

## On completion of the Works

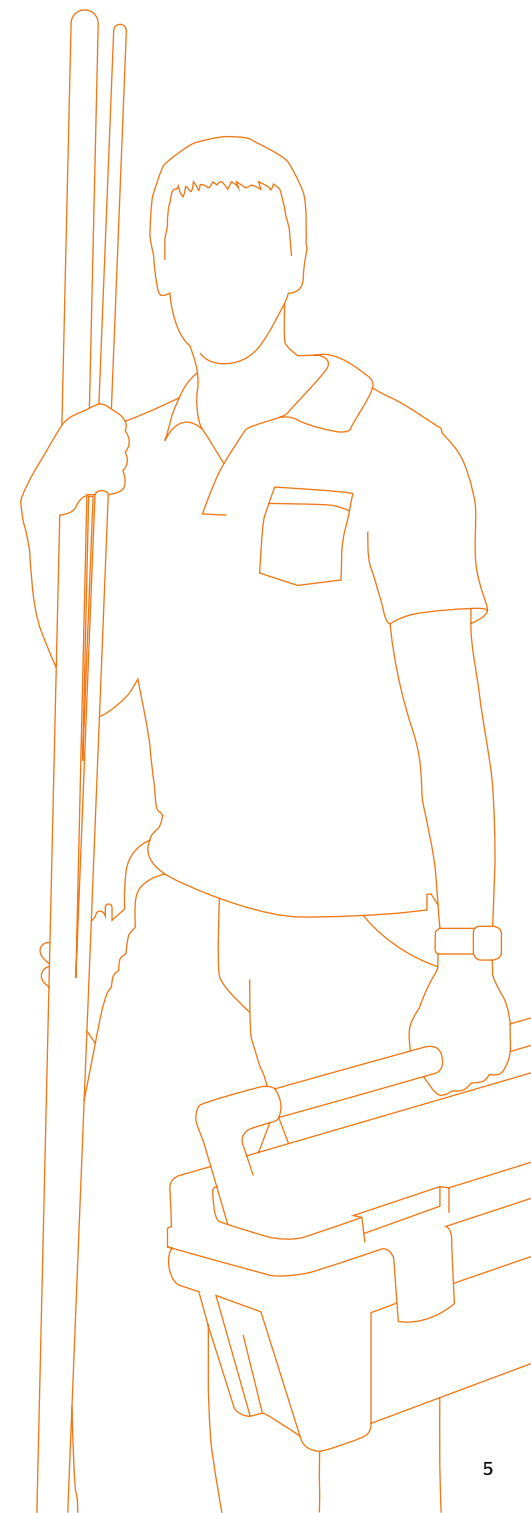
We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and to find out if you are satisfied with the finished standard. Once both you and we are happy with the finished standard, the improvement will be confirmed as finished.

If you experience any faults following the improvement work, please contact us and we will arrange for an inspector to visit you.

### Your obligations

While we carry out this work, we would be grateful if you could:

- Allow us full access during working hours to complete the works
- Keep children out of harms way and do not allow them to climb on the scaffolding
- Keep any animals locked away
- Inform us immediately if you have any concerns





## Timescale

The time taken to re-roof a property from start to finish should be a maximum of 10 working days. This standard has been agreed by our Tenants' Service Review Group members and is monitored by us to ensure that the contractors keep to the agreed timescale.

## General Information

If you wish to discuss our Improvement Programme or if you have any concerns during the work, please contact our Asset and Investment Team on 0300 777 4321. Alternatively, you can email us at [info@hhl.org.uk](mailto:info@hhl.org.uk).

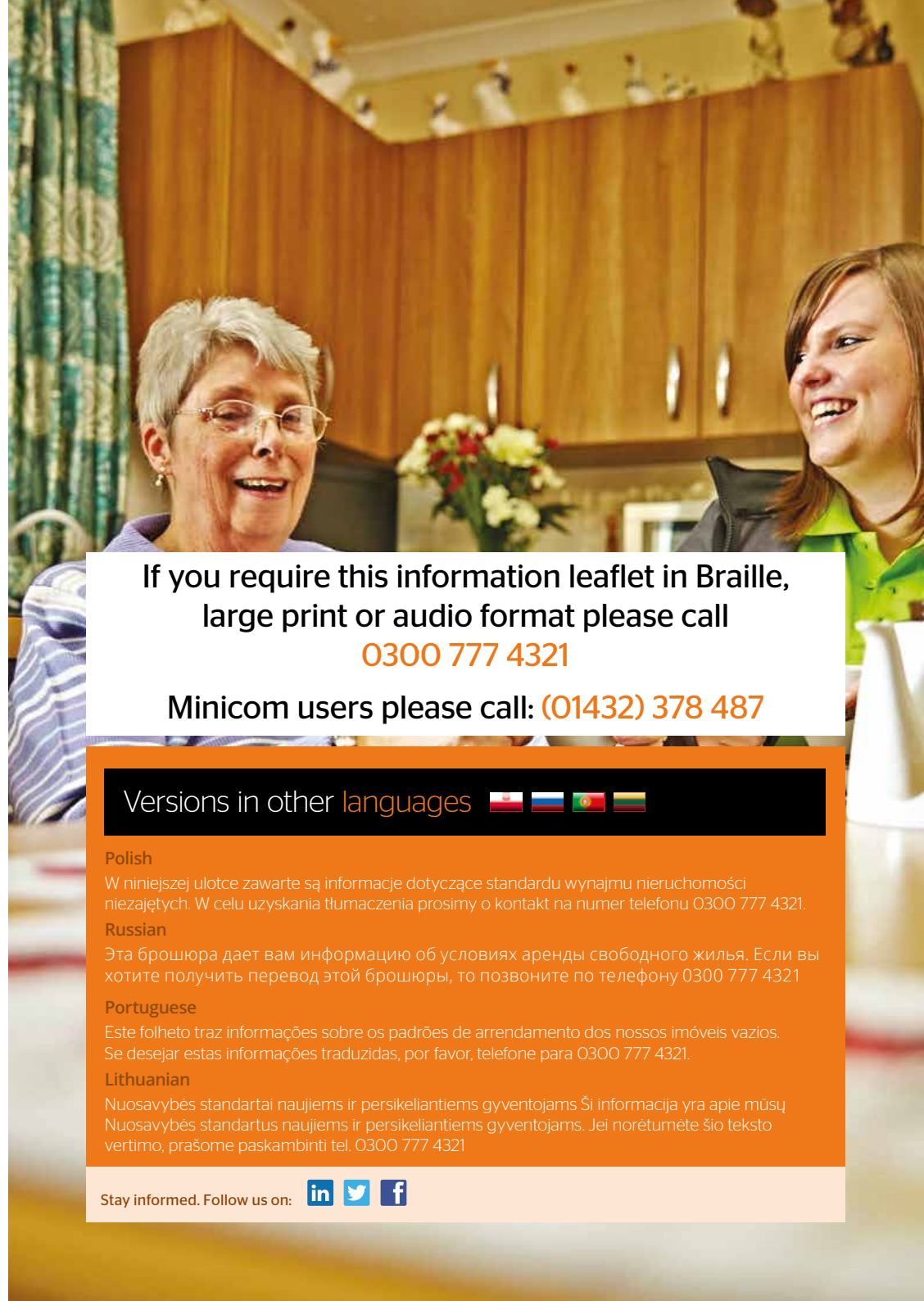
### Our office opening hours are:

Monday to Friday:  
8.30am to 5pm

Phones:  
8am to 8pm

### Our address is:

Asset and Investment Team,  
Herefordshire Housing Ltd,  
Legion Way, Hereford, HR1 1LN.



**If you require this information leaflet in Braille,  
large print or audio format please call**

**0300 777 4321**

**Minicom users please call: (01432) 378 487**

Versions in other languages 

#### Polish

W niniejszej ulotce zawarte są informacje dotyczące standardu wynajmu nieruchomości niezajętych. W celu uzyskania tłumaczenia prosimy o kontakt na numer telefonu 0300 777 4321.

#### Russian

Эта брошюра дает вам информацию об условиях аренды свободного жилья. Если вы хотите получить перевод этой брошюры, то позвоните по телефону 0300 777 4321

#### Portuguese

Este folheto traz informações sobre os padrões de arrendamento dos nossos imóveis vazios. Se desejar estas informações traduzidas, por favor, telefone para 0300 777 4321.

#### Lithuanian

Nuosavybės standartai naujiems ir persikeliantiems gyventojams Ši informacija yra apie mūsų Nuosavybės standartus naujiems ir persikeliantiems gyventojams. Jei norėtumėte šio teksto vertimą, prašome paskambinti tel. 0300 777 4321

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## Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
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