

Roof and Render Works

What will happen?

We will be upgrading the roof and/or render of your home. The details will be in your letter and may involve:-

- Erecting scaffolding, platforms or access equipment
- Refurbishing the roofs if required
- Replacing the render if required
- Upgrading the cavity fill and loft insulation,
- Installing extractor fans
- Any associated works on sills and lintels

The work in your immediate area will last for approximately ten weeks and you will be notified of start dates. Large contracts may take many months in the surrounding area to complete.

How it will happen

A surveyor will visit your property for around an hour. This is to make preparations for the work.

You will be advised, by letter of proposed dates for the work. The work itself may be delayed by weather, in which case, additional dates will be notified.

Before starting work we will check the property for any damage and retain a photographic record for future reference for reinstatement and in the event of claims.

The programmed Works will be completed.

Within five days of the scaffold being removed, all remaining works will be finished and the external areas will get a final clean.

Landscaping will be returned to its original condition.

Following completion, we will inspect the work and ask you to complete a satisfaction survey.

During the work

Occasionally we may have to locate a skip in your garden or driveway.

We will try to minimise the noise, dust and debris.

We may have to disconnect and reconnect TV or satellite aerial cables resulting in disruption to your TV reception. We will reinstate these at the earliest opportunity.

For internal works, such as installing extractor fans – we will access your property on the pre-arranged dates. We will require access to the electric meter cupboard and will isolate the electricity for a short period of time.

We will check all windows and doors and upstairs ceilings for any damage before work commences and shall note any damage for reference.

What you need to do

Important: Where applicable, please notify your insurance company that scaffolding will be erected at your property (we will notify you if a scaffold is required).

If anyone in the property has any special needs or may be affected by this work you should let the surveyor and engineers know as soon as possible.

Please remove garden furniture prior to work.

Please keep your doors closed and windows in a vented position only.

Please empty the electric meter cupboards to allow access.

Please be aware of the need for our employees to access areas near your windows.

Ensuring access on the agreed dates is appreciated as it will minimise disruption to you.

Note that dates may change due to adverse weather conditions.

At all times

Before you allow anyone into your home please ask for identification.

All our employees and authorised contractors carry identification to be shown to you before entering your property.

Please call the supervisor number below if you have any concerns over this identification.

Cars in driveways

It is highly likely that you will need to remove your vehicle from the driveway. This will prevent possible damage and allow access for the work.

Health and Safety

Be cautious of the equipment, platforms and hoists that may in use.

Access areas and walkways will be kept clear of obstructions and mess at all times. There may be debris in and around the scaffold areas which will be cleared when the scaffold is removed.

At the end of the Works

If you have any issues, comments or complaints about the works please contact the supervisor in the first instance.

Tel: 01506 280000



Email: customer.service@westlothian.gov.uk