

Frequently Asked Questions:

Q. Will my home remain watertight while the existing roof is removed?

A. Yes. The method of replacement means that the roof space is never left open to the elements. Tiles are removed and the roof recovered in sections so that the property remains secure at all times.

Q. Will the same type of tiles be used to replace the old ones?

A. In most cases a like for like replacement is carried out.

Q. Is any other work carried out at the same time?

A. Yes. As part of the programme the timbers in the loft space are sprayed to prevent insect attack and future decay. Where necessary the loft insulation thickness is increased to meet current standards.

Complaints Procedure

At Wessex Property Services (WPS) we want to deliver an excellent service to our customers. We accept, however, that from time to time misunderstandings do arise and mistakes can be made.

If this happens you should write in the first instance to the Customer Liaison Advisor at WPS who will carry out an investigation and will normally be able to resolve your complaint within 10 working days.

If you would like a copy of this leaflet on audiotape, braille or printed in larger print or translated into another language, please contact our Customer Service Team on the telephone number below.

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Eastleigh, Hampshire SO50 4NU

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Fax: 023 8061 2842

Email: info@wessexproperty.co.uk

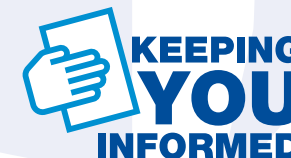
www.wessexproperty.co.uk



INVESTOR IN PEOPLE

CUSTOMER SERVICE EXCELLENCE

Issued July 2005



Pitched Roof Renewal



How has my property been identified to be included in the Pitched Roof Replacement Programme?

From details held by First Wessex Housing Group on the condition of their housing stock which was updated in July 2004. We also obtain information from our surveyors and operatives when they visit customer's homes.

Why does my roof need replacing?

Although the roof may not be currently leaking, it has been assessed to be of an age where deterioration is likely to cause problems in the near future. In common with other building materials, roofing tiles do not last forever.

By having a replacement programme, potential problems can be avoided and future maintenance costs and inconvenience will be minimised.

Roof replacement includes the external covering of the roof area e.g. tiles or slates, the underfelt, and the battens to which the tiles or slates are attached.

What happens when my roof is due to be replaced?

Listed below are the key stages of the process:

1. An initial letter is sent advising you that your home has been included on the current replacement programme.
2. The operatives will contact you directly to advise when the work will commence.
3. An access scaffold will be erected around the outside perimeter of the building. Where work is to be carried out to adjoining properties e.g. semi detached, these will have work carried out at the same time.
4. On completion of the works the roof will be checked to ensure nothing has been missed, then scaffold will be removed and the work area cleared and left neat and tidy.



How long will it take?

We aim to complete a roof renewal in 2 - 3 weeks. Where two roofs are done together e.g. semi-detached, these may take slightly longer. The work may also take longer during periods of prolonged bad weather.

What do I need to do before you arrive?

Generally you do not need to do anything. Occasionally, it may be necessary to temporarily relocate garden ornaments, plant pots etc, to make access easier and to avoid any damage being caused. If you need to do this you will be told beforehand. The operatives will assist you in moving heavier items if you need help.

