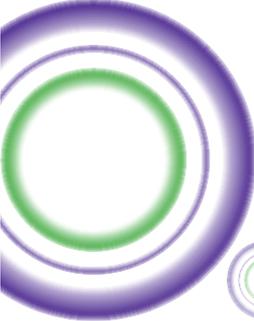
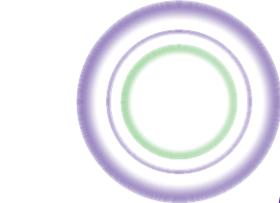


Your guide to the roof replacement scheme





The roof replacement scheme

This booklet gives important information about our roof replacement scheme, what it involves, and how it could affect you.

When the roof, gutters and fascias to your home are in poor condition we replace them to prevent rain damaging your home. If we did not do this work, your roof could be damaged by high winds or driving rain.

This roofing work also enables us to replace or top up loft insulation, to bring your home up to the latest recommended standards, and help reduce your heating bills.

When will the work be done?

Each year Homes for Northumberland carries out a programme of roof replacements to a number of the County Council's properties. These properties have been identified as having roofs, soffits, fascias and/or barge boards and gutters/rainwater pipes that are in poor condition and in need of replacement.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, one of our surveyors will visit you and confirm the exact date we will start work on your home.

How long will the work take?

The work will normally take 2 to 3 weeks to complete, depending on the weather. We will fit loft insulation in one day on a separate visit.



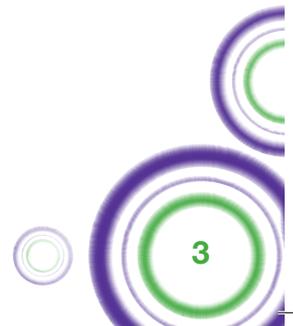
What should I do before the work starts?

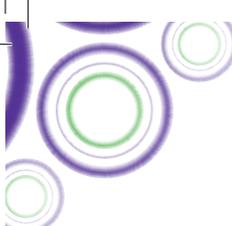
When the contractor visits you about a week before the work is due to start he/she will explain what you will need to do.

The following preparations are normally needed:

- » You will need to remove all possessions from the loft space in your home. If you do not do this, we cannot promise to protect them and may not be able to upgrade the loft insulation.
- » You may need to move things like garden furniture and vehicles away from the outside walls of the property to allow us to put up scaffolding.
- » If you have garden decking you will be responsible for the removal of any boards that are required for the erection of scaffolding.
- » We also advise that windows are kept closed during the works, particularly during the removal of the existing roof coverings, as a large amount of dust and debris can be created.

You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.





How do you remove my roof?

The contractor will put up scaffolding around your home a few days before starting the main roofing work.

The contractor will remove all tiles or slates from your roof as well as timber battens, underfelt, gutters and fascias. At this point we will inspect the loft insulation, and may remove it if it is in poor condition.

Please note: roof slates are made from quarried slate that can last for thousands of years. Generally, a slate roof fails only because the nails keeping the slates in place become loose or rusty. We will inspect the slates as they are removed from the roof and decide whether to renew them or refit them to your roof using new nails.

We will check existing roof timbers for soundness and signs of decay. It will take longer to complete the work to your home if we have to replace the roof timbers.

After removing the old tiles or slates, we fix a waterproof plastic underlay over the roof timbers. This will keep your home wind and weather-tight while the new roof is fitted.

It will normally take a day to strip the roof coverings (front, back and sides).

The contractor will take away your old roof tiles and any other materials and dispose of them.

How do you fit my new roof?

The time we take to fit your new roof will depend on whether we fit tiles or slates. It takes longer to renew a slate roof than a tiled roof.

In both cases the contractor fits new roofing underlay then nails timber battens through it onto the existing roof timbers. The tiles or slates are fixed onto the timber battens using special nails or clips. At the same time the contractor will fit new PVC-U plastic fascias and gutters.

If necessary we make new lead-faced valleys to seal the roof where roof faces join. Roof valleys help carry away rainwater.

Where a chimney or vent pipe comes through the roof, we fit lead flashing to keep out water.

The contractor should remove the scaffolding within a week of us confirming that the work is complete.

A separate contractor will fit new or top-up loft insulation after roofing work is completed.

What disruption will there be?

All the work will be on the outside of your home. You may hear some noise, but this probably won't be very loud or go on for too long.

The work should not affect access to your home.

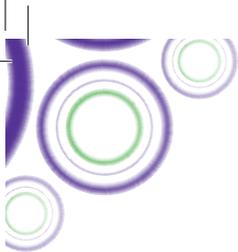
The contractor has to follow safe working practices at all times. There should be no danger of any debris falling from your roof.

Occasionally scaffolding can affect TV reception or telephone lines. The contractor may have to remove an aerial, satellite receiver or telephone line that gets in the way of the scaffolding. We'll tell you if this is a problem, but we will minimise the disruption and reinstate the aerial or telephone line as quickly as possible.

How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.





Security

You should always check the identity of any caller before letting them into your home. Our officers and contractors carry identity cards. If you are in any doubt about anyone visiting your home, do not let them in.





For more information, call **01670 542424**, email **info@hfn.uk.com**
or visit **www.hfn.uk.com**





Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

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BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
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MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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