



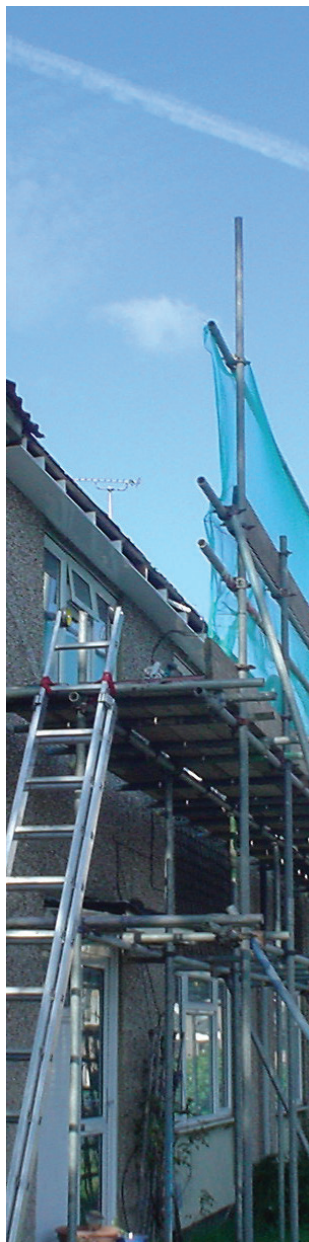
A guide to Roofline Refurbishment

What you need to know...



ASHFORD
BOROUGH COUNCIL

The information contained in this booklet is designed to help you to understand Ashford Borough Council's Roofline (gutters, fascia and soffits etc.) Refurbishment Scheme



Introduction

Rainwater goods are generally replaced every 25 years, although any work planned depends on the existing condition of the rainwater goods at the time of inspection.

What you can expect from these works:

The rainwater goods will be renewed, or overhauled. This usually includes replacing gutters, downpipes, fascias and soffits with low maintenance PVCu. Leaf guards may be fitted to the guttering depending on location. If your home has cladding, we may also look at renewing this.



A full independent scaffold or easy deck scaffold (easily erected temporary scaffold/working platform) will be erected around your home. Whilst every care will be taken by the contractor to minimise any disturbance to plants in your garden, it may be necessary to cut back certain plants or foliage.



To enable the scaffold to be erected, it may be necessary for the contractor to temporarily resite your TV Aerial, Satellite equipment/dish and telephone cables.

As part of the council's policy to help you save water, we would like to supply and install a water butt in your garden. The water butt can only be installed if you have a downpipe in the back garden, and there is sufficient space for the water butt to be fitted.





What happens and when?

Before the work starts

The council surveyor will visit your home to identify the extent of the works required. He will need to gain access to your back garden to view the roofline goods from all sides.

If feasible you will be offered the choice of having a water butt supplied and installed.

Once we have appointed a contractor we will write to you giving you their details.

The contractor will contact you to introduce themselves and to agree a start date with you, usually giving you at least seven days' notice.

During the Works

These works are mainly external. The contractor will liaise with you directly to arrange access to your back garden. Because work will be carried out to a number of properties at the same time there will be times when no work is carried out to your home.

The council surveyor will visit site regularly to check the progress of the work, and to deal with any queries you may have. The surveyor's contact number will be provided to you.

After the works have finished

Once all the work is complete the council's surveyor will carry out a final check of the work, and pass any defects to the contractor to rectify.

The contractor will ask you to sign a Satisfaction Note to confirm that you are happy with the works and that your home has been left in a satisfactory condition.

A satisfaction survey will be sent to you by the council asking for feedback. The results of these surveys are very helpful as they help us to improve the service in the future.

The contractor guarantees the work for 12 months from the date they are completed, so any defects that arise during this period will be passed to them to resolve. If you happen to experience any problems after this period, these should be reported as a normal repair to our Repairs Team on 0300 003 0711.

At the end of the guarantee period, the council's surveyor may visit your home to carry out a final inspection. This will be to ensure that any defects reported to the contractor have been rectified and to identify any that may have developed over time.

Please appreciate that these works can sometimes be disruptive and your co-operation is essential, and is especially important if you have fitted your own porch, shed or other constructions which make access difficult.





Frequently asked Questions

“Do I have to have the work done?”

Yes. It is essential that we undertake external maintenance and improvements to your home. These works minimise future repairs through the use of low maintenance products. The council also has to meet the Government’s ‘Decent Homes’ requirements.



“How long will the work take to complete?”

The time to carry out rainwater goods replacement work will vary depending on the amount of work required but generally this should take no longer than 5 days depending on the size of the property and complexity of the work required. The scaffold may stay in place for a period of time after the works have been completed, so that the surveyor can check the works. The contractor may also wait until all works in a certain road or area are completed before taking down all scaffolding. Naturally these works are weather dependent and exceptionally inclement weather will delay progress.

“Do I have to have a water butt installed?”

No, you do not have to have a water butt installed. You will be asked to confirm your choice prior to works commencing.



“Will the Contractor have to use an Electricity or Water Supply?”

There maybe aspects to the work where the contractor has to use an electricity or water supply. It is the contractor’s responsibility to provide this, but he may ask to use yours. There is no obligation do this, but your co-operation would be appreciated. The contractor will normally agree with you terms for paying for the supplies if required.

“Will my rent go up when the works are completed?”

No, there is no additional charge to your rent for having this work carried out.



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