

re-roofing – a tenant's guide

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اگر آپ کو اس خبر نامے کا ترجمہ اردو میں درکار ہو تو برائے مہربانی اپنے کسی ایسے دوست سے ہمیں 01952 217100 پر رابطہ کرنے کو کہیے جو انگریزی بولتا ہو۔ ہم آپ کیلئے ترجمے کا انتظام کریں گے۔

ਜੇ ਤੁਸੀਂ ਇਹ ਖਬਰਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 01952 217100 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸ ਦਿਓ ਜਾਂ ਆਪਣੇ ਕਿਸੇ ਮਿੱਤਰ/ਸਹੇਲੀ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ ਜੋ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਗੱਲ ਕਰ ਸਕੇ।

W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100.

如果你不明白這份文件的內容, 請致電 01952 217100 求助。



choose your home

The Wrekin
Housing Trust



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why are we re-roofing our properties?

meeting your needs

Since your property was built, building regulations have changed and your roof may not meet current requirements.

We have a programme of work to renew old building materials, which are not normally renewed under our responsive repair system (repairs you ask for).

We also want to develop our properties so that they come up to the high standards our tenants now expect.

Decent Homes Standard

We want to ensure all our homes meet and continue to meet the Government's Housing Standard, known as the Decent Homes Standard.

other work we may do when we re-roof

To meet new building regulations, when we re-roof your property we may need to install new roofing felt, loft insulation and roof ventilation.

is my home going to be re-roofed?

Because you have received this letter, it means that your property needs roofing work. We use specialist contractors to do the work and we will send you a letter beforehand to let you know when they will start. Before the roofing can start, other contractors may need access to your property (see next section).

Before the work starts, scaffolding will be put up around your property and will stay up while the work is going on. If you have children, please ensure they do not climb or play near the scaffolding.

other work we may need to do beforehand

Some properties may contain asbestos, so to comply with health-and-safety regulations we may need to do an asbestos survey before the work can be done. If we already have this information about your property from previous work, a new survey will not be needed.

We will need to gain access to your home to do a gas flue safety check. Again, we will use specialist contractors to do this and they will contact you beforehand to arrange a convenient appointment.

If you have any overhead electric cables supplying your property, Central Networks will need to come and cover them with a protective casing.

If you have a satellite dish and the work causes interference to your television reception, we will temporarily move your satellite dish to another place.

what should I do before the work starts?

You may need to remove items from your loft space to allow the contractors to replace insulation (where needed). The contractors will let you know if you need to do this before they start the work.

Please let us know about any special requirements you may have well in advance, so that we can plan the work better. This may simply be telling us your holiday dates, because we will need access to your home to do the work, but any helpful information you can give us means we can better meet your needs.

Note: if there's scaffolding, as a tenant you should tell your home and contents insurer, otherwise they may refuse to pay a claim.

how long does the work take?

The roofing work normally takes between one and two weeks to complete. Please take care around your property while work is going on.

after the work is completed

After all of the work has been completed, the contractors will re-fix satellite dishes (where needed) and do a final clean-up around your property.

how will I benefit from having a new roof?

- It will improve the appearance of your home.
- Your home will be easier to heat and stay warm, which will save you money.
- The new roof will need less maintenance.

who can I talk to if I have any questions?

Phone the External Works team at our Old Park Offices in Telford on (01952) 217100.

