

CUSTOMER PROMISE
FOR
RE-ROOFING WORKS



WHAT IS A CUSTOMER CONTRACT?

Work is about to start on your home and so this document lets you know what to expect both in the extent and quality of work.

YOUR CUSTOMER PROMISE FOR RE-ROOFING WORKS

We want to make sure that the outside of your home is well looked after. That is why we are carrying out a re-roofing refurbishment contract. We have worked closely with customers to make sure that what we do matches your own high standards. The details of what we will do and how we will do it are set out in this Customer Promise.

WE PROMISE:

- To replace existing roof coverings to a high quality standard.
- To use only reputable contractors and skilled staff.
- To keep disruption to a minimum.
- To complete work as quickly as possible.
- To let you know what is going on at regular intervals.
- To put problems right quickly.
- To consult with you whenever possible.

WHAT WORK IS INCLUDED?

The following work will be done as part of the re-roofing programme:

- We will remove all existing roof coverings including gutters and downpipes that are in a poor condition.
- We will replace existing tiles, underlay and battens with similar materials to match existing.
- We will upgrade your loft insulation to current standard.

WHO WILL DO THE WORK?

A contractor employed by Soha. The company who has won the Contract is responsible for all aspects of the work including the initial inspection of the roof. We take great care to make sure that the contractor can achieve the quality standards you expect and we only ever deal with reputable companies.

The letter attached to this document tells you the name of the company who will be carrying out the work together with contact names and telephone numbers. The contractor will have a Contract Manager who is responsible for every stage of the work and for keeping you informed as work progresses.

You should also make sure that anyone working on your home is who they say they are. If you have not seen them before ask to see their identity card.

WHO SUPERVISES THE CONTRACTOR?

A Soha housing Surveyor is responsible for overseeing the works. The letter enclosed with this document tells you the name and telephone number of your Project's Surveyor. Please get in touch with them if you have any queries or complaints.

WHAT HAPPENS FIRST?

The attached letter tells you when the work in your area will begin and when it will be completed. Your property will be re-roofed at some time during these dates.

HOW LONG WILL IT TAKE TO COMPLETE THE RE-ROOFING WORK?

We will complete the work as quickly as we can, works typically take between 2 or 3 weeks to complete. The contractor will try to fit in with your plans and we will give you advance warning of when the work will be done.

WHAT ABOUT THE DISTURBANCE AND DISRUPTION?

There will be some disturbances and disruption and we apologise for that in advance. However, we will keep this to a minimum and the workers will treat you and your home with respect. They will also clear up any mess they make at the end of each day. They will also respect your garden and will take care with plants, flowerpots and other things. They will not play radios that may annoy you.

As part of our health and safety policy, all contractors will carry out all works in a safe and careful manner. Please assist the contractor with this by keeping the area of work clear and tidy and try to keep children away from this area.

WHAT IF THERE ARE DELAYS?

Obviously the weather plays a big part in external work and if it rains when the contractor was meant to be working on your home, some work will be delayed. When this happens the contractor will do the work that is under cover such as upgrading insulation to the loft area in your home.

WHAT WILL THE COLOURS BE?

We will replace existing roof coverings with equivalent tiles, as it is our intention to blend in as best as we can to both your neighbours and surrounding area.

WHAT HAPPENS WHEN THE WORK IS FINISHED?

The contractor will initially check the works before asking our Projects Surveyor to carry out an inspection. Please highlight anything you are not happy with. If the Surveyor finds items that need attention the contractor will

put these right as soon as possible. Final payment will not be made to the contractor until the Surveyor is satisfied that all the work is finished.

HOW LONG WILL THE NEW ROOF COVERING LAST?

Modern roof coverings are designed to last in excess of thirty years

Soha has worked hard over the last few years to improve the standard of workmanship of re-roofing works, using the most durable, high performance products available.

HOW WILL I KNOW THAT SOHA IS ACHIEVING WHAT IT PROMISED?

We will check the work and we will ask you. While the work is going on, your Surveyor will be checking a number of homes in your area. When the job is finished we will leave a short Customer Satisfaction Form at your home asking for your comments. Please send the FREEPOST Customer Satisfaction Form back to us.

HOW MUCH DOES IT COST?

There is no extra charge for replacing the existing roof coverings to your home – your normal rent covers this cost. We choose contractors who offer a competitive price for high quality roofing works and we work hard to minimise unnecessary expenditure.

WHAT IF THERE IS A PROBLEM?

Tell the contractor straight away. Talk to the person doing the work or ring the Contracts Manager, the number is in the letter attached. They will sort out any problem as soon as possible. If they fail to sort out the problem, or you would prefer to talk direct to Soha contact the Project Surveyor who is looking after the work. Please report all other repairs concerning your home to the Customer Services Department in the usual way.

STILL UNHAPPY?

If you are unhappy with any aspect of the service or the quality of the work you can contact the relevant Surveyor, at Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

If you are still unhappy you should contact The Asset Manager, at Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

Any further complaint should be submitted in writing to, Complaints Co-ordinator, Soha housing, Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN.

MAKING CONTACT

Soha Housing Ltd
Royal Scott Road
99 Station Road
Didcot
Oxon
OX11 7NN

Telephone Number: (01235) 515900
Fax Number (01235) 515945

If you would like this information on tape, or translated into another language please contact Soha Housing on 01235 515900.

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In Albanian

Për informata të tjera, ju lutemi kontaktoni me Soha Housing në numrin **01235 515900**

In Bengali

যদি আপনি আরও তথ্য চান, তাহলে অনুগ্রহ করে **01235 515900** নম্বরে সোহা হাউসিং এর সঙ্গে যোগাযোগ করুন

In Chinese

欲需詳情，請與 Soha Housing（蘇哈房屋協會）聯絡。電話：**01235 515900**

In Hindi

यदि आपको अधिक जानकारी की आवश्यकता हो तो कृपया सोहा हाउसिंग से **01235 515900** पर सम्पर्क करें

In Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **01235 515900** 'ਤੇ ਸੋਹਾ ਹਾਊਸਿੰਗ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

In Polish

Więcej informacji można uzyskać dzwoniąc do Soha Housing pod numer telefonu **01235 515900**

In Urdu

01235 515900 پر رابطہ کریں اگر آپ کو مزید معلومات کی ضرورت ہو تو برائے مہربانی سوہا ہاؤسنگ سے



Available in audio, large print, braille and other languages. Please ring 01235 515900