

15th August 2008

Dear Client

What you need to know about your re-roof

Soon, you will have a brand new *Forster* roof.

We realise that this is possibly your first experience of having a new roof fitted to your home, so we provide you with some useful information on what to expect and how to look after your home during the works. We recognise that you will want to know when the work will start, so we give you a date. We also appreciate that you may want to have a say on your own re-roofing experience, so we give you the opportunity to let us know.

Enclosed with this letter you will find:

- **'Important Information for Clients'** a document providing helpful tips to protect your home during the works.
- **'Notification of Works'** a card informing you of the date the work on your home is expected to start.
- **'Client Satisfaction Report'** a questionnaire providing you with an opportunity to have your say on the Forster service.

WIN A £50 TESCO VOUCHER

We value your feedback as it helps us to analyse our performance and identify ways to improve our service to clients.

Therefore we are offering you the opportunity to win a £50 Tesco voucher. By simply completing the enclosed 'Client Satisfaction Report' (on completion of the works to your home) and returning it to us in the stamped addressed envelope provided prior to 1st February 2009 you will be entered into the free prize draw.

If you would like clarity on any of the information provided in this pack or have any other questions relating to the forthcoming re-roofing works to your home please do not hesitate to contact me.

Yours faithfully

Lesley McManus
Tenant Liaison Officer

FORSTER ROOFING SERVICES LTD
22 Commerce Street Brechin Angus DD9 7BD
Tel 01356 628560 Fax 01356 628565
www.forsterroofing.co.uk

Regional offices at Livingston and Elgin

Registered in Scotland No. SC123604



NOTIFICATION OF WORKS

The logo for Forster Roofing Specialists is located in the top right corner. It features a blue and yellow diagonal graphic above the text "FORSTER" in a bold, white, sans-serif font, with "roofing specialists" in a smaller, yellow, italicized font below it.

FORSTER
roofing specialists

DEAR CLIENT

Roofing works are expected to start at your home on:

Date:

Please read the attached “Important Information for Clients” this will give you guidance on how to protect your property and contents while roofing works are being carried out

If you have any queries please do not hesitate to contact the Site Manager who is responsible for the works. He is based on site.



IMPORTANT INFORMATION FOR CLIENTS

Please read this document carefully before re-roofing work begins.

Access to your Roof

Special Access - Should you require any special access or attention due to a disability please contact **Lesley McManus, Tenant Liaison Officer** on **0150 641 0510** on receipt of this letter.

Paths and Patios - important to our work is the scaffolding which provides a safe working area for our tradesman. All surrounding areas should have movable obstructions removed, this includes items such as flower pots/tubs and garden furniture.

Plants, shrubs, bushes etc. - you may wish to consider removing or protecting these items in your garden if they are in the immediate surroundings of the house. While care is taken throughout the work, the erection of a scaffold and the subsequent work can affect some items.

Branches - low hanging branches that impede access to your roof can be dangerous and can interfere with work. We would require to trim where necessary.

Street and side entrances - clear access is important. If you can make sure that cars and other obstructions are removed before we start, and that we have access for our vehicles, skips, etc at all times.

Pictures, Light Fittings and Ornaments

Removing and replacing your roof involves hammering and nailing. As a result a certain amount of vibration will occur. If you have delicate objects, hanging pictures and mirrors, we would advise you to remove them from the wall before commencement of the work.

Dirt and Debris

We endeavour to leave your property as clean and tidy as we found it. However, it is inevitable that small pieces of dirt and wood shavings slip through the boarding while the roof is off. We suggest that you protect items in your attic that could be damaged in this way. Every effort will be made to keep dust and noise to a minimum.

Materials and Deliveries

Various deliveries of material and equipment will be made to your home while the work is being carried out. In order to limit any disruption to your neighbours, suppliers are instructed to avoid deliveries before 8.00 am after 3.30 pm.

Working Times, Privacy and Daylight

Our normal daily start time is 8:00 am, please be aware that the presence of our team will reduce your privacy during working hours. In addition, you will be aware of a reduction in natural light during the period that the scaffold is erected.

Health & Safety

Under the terms of our Health and Safety Policy you are not permitted to climb on to the scaffold or use any item of equipment on site.



CLIENT SATISFACTION REPORT

Name: _____ Date: _____
 Address: _____

Please ✓ in the box that corresponds most closely to your opinion:

1. Were the Contracts team ...

	Always	Usually	Rarely
Well presented			
Courteous			
Efficient			
Tidy			

2. Was the information you received from us

	Always	Usually	Rarely
Informative			
Easy to understand			
Sufficient			
Well explained			

3. Does the final appearance of your new roof meet your expectations? Yes No

4. We would welcome any additional comments you may have.

Thank you for taking the time to answer our questions. They have been designed to help us evaluate and continuously improve our service.

Please return the completed form in the pre-paid envelope provided.

If you complete this form and return it to us prior to 1st February 2009 you will be entered into a free prize draw for the opportunity to win a £50 Tesco voucher.