



**Step 1** Survey completed regarding the works and scaffold



**Step 2** Please ensure that your loft is empty or any items remaining have been protected



**Step 7** Start to add new roof



**Step 8** All tiles are independently secured



**Step 4** Daily checks on the scaffolding



**Step 3** We will then put up the scaffolding



**Step 10** Fit new gutter



**Step 9** Removal of the old gutter



**Step 5** Old roof is removed



**Step 6** New felt is fitted to the roof



**Step 11** Hand over



**Step 12** We will then ask you to complete a resident satisfaction survey

**CUSTOMER SATISFACTION**

Excellent	<input checked="" type="checkbox"/>
Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>