

Roof & Roughcast Replacement works



The roof or roughcasting on your home is set to be replaced by West Lothian Council. This booklet provides you with details about upcoming work and its potential impact on you.

We recommend that you read this booklet thoroughly and store it in a safe place for future reference.



This process detailed in this leaflet may vary depending on the type of property that you live in.

Why is this work being carried out to my tenancy?

Like most things, roof and roughcast has a limited lifespan and requires to be replaced in order to preserve the properties weatherproof envelope by keeping it securely wind and watertight. These works are not only essential, but will also improve the external facade of your property, making it more aesthetically pleasing.

What works are involved in the Roof & Roughcast Replacement?

In advance of any works being carried out, it is essential that you provide access where requested, to facilitate Asbestos Surveyors, Architects and Structural engineers - (where Building Warrants are required). It may also be necessary to extract the existing cavity wall insulation installed and refill before any Roof and Roughcast works commence. At each step of this process, please be assured that you will be kept fully informed, covering any concerns that you may have. Please be assured, that we aim to minimise any disruption and inconvenience through these work projects.

When will the work commence?

Once a contractor has been appointed, we will write to you confirming when the project will commence and the duration timescales estimated for the project.

Contractor details including, all Site Supervisors contact details will also be provided within this letter, as a point of contact, should you have any issues or concerns.

Can I remain in the property during the works?

In most cases, it is normal for tenants to remain at home. You may however, choose to leave the property during working hours due to the level of noise which will be created through the nature of these works.

The contract site team will carry out a pre-inspection of your property to discuss the works in advance and highlight any areas that may require garden furniture, items removed from your loft etc, before any works commence. Should you have any medical issues that prevent you remaining or leaving the property during the works then please let us know at the earliest opportunity.

How do I know when the works are complete?

Following inspection of the works by our Clerk of Works/ Site Supervisor, our site team will meet with you to sign the work off as being complete via a post inspection and ensure there are no outstanding issues and that you are satisfied with the works completed.



Do I need to notify any Insurers before the works commence?

Please advise your home and contents insurer in advance of works commencing to advise that scaffolding is scheduled to be erected around your tenancy and highlight the nature of the works being completed.

Health & Safety

WLC and any appointed contractors take Health and Safety extremely seriously. As such, no excess materials will be left on scaffolding overnight, ladders will either be removed or boarded and locked off, stairway gates will be padlocked, so as to prohibit access.

Garden areas and footpaths will be kept clear of debris as far as is reasonably practicable during this project and we strongly urge all of our tenants to remain alert and exercise caution around scaffolding/materials/employees etc.

Other information

There may be some disruption to your TV/satellite signal whilst the scaffolding is being erected. The site team will normally be aware of this and have arrangements in place for

to have these temporarily moved onto the scaffolding to allow works to commence.

Please advise the site team immediately if you have any satellite issues, to allow them to contact the contractor to resolve.

We appreciate this may be an inconvenience to yourself, but, is an essential part of the works to ensure that your property is suitably sealed before re-instating any dishes or aerials. If these were not removed, this potentially could cause an issue for water ingress in the future.

As stated, these are essential works being carried out to maintain the fabric of your tenancy, it is therefore essential that you keep to appointments and provide access at the appropriate times (in accordance with part 5.12 of your tenancy agreement).

All operatives, surveyors etc will have their identification with them at all times. It is essential therefore, that you ask to see this before allowing anyone access to your home.

If for any reason you have any doubt as to who you are dealing with, please refuse access and contact our customer services team on 01506 280000.

Contact Us



If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact us by scanning the QR code, visiting westlothian.gov.uk/contactus or by calling the Customer Service Centre 01506 280000.

If your enquiry could not be answered by the Customer Service Advisor then it will be passed to the relevant service area who will endeavor to respond to your enquiry within 5 working days.



**West Lothian
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