

Cheshire Roof Repairs Limited (CRR) provides services and purchases materials for its customers on the following terms and conditions.

NB- 'We', 'us' or 'our' is a reference to CRR whose registered office is Parkview, Mobberley Road, Knutsford, Cheshire WA16 8HY. Company Number 12393226. 'You' or 'your' is a reference to the person to whom we are providing our services and who is required to pay for the services we provide. 'Materials' means any materials, goods, parts or items we need to buy necessary in order to perform the services you require.

1. Payments

- 1.1. Roofing - Payment is due on completion of work unless otherwise agreed
- 1.2. Scaffolding – Payment is due at the time of erection of the scaffold, unless otherwise agreed
- 1.3. Payment by Credit/Debit card carries a 1.7% surcharge
- 1.4. We normally charge for our services as per detailed quotation sent to you
- 1.5. We may sometimes need to charge you a higher amount than stated in the quotation. This can occur for a number of reasons, in particular where:
 - 1.5.1. What you require us to do changes, or the amount of work or services you require us to provide increases or is different to what we and you agreed before we started performing the services and as stated in the quotation; or
 - 1.5.2. When we start providing the services it becomes apparent that the quantity of services we will need to perform or that the type of work that is involved is different to what we agreed before we started performing the services and we could not reasonably foresee this before we started performing the services.
 - 1.5.3. Where the amount of work involved is greater than that stated in the quotation then the following will happen:
 - 1.5.3.1. If the amount of extra time we need to spend to complete performing the services will mean that the extra amount payable by you will not exceed 10% of the amount stated in the quotation. We will endeavour to make contact with you. If we cannot make contact, we will carry on providing and completing the services without obtaining your agreement; or
 - 1.5.3.2. Otherwise, we will not continue performing the services and we will seek your approval to the extra amount that you will need to pay, unless:
 - 1.5.3.2.1. It is not possible to contact you within a reasonable length of time; or
 - 1.5.3.2.2. It is not safe to not carry out and finish performing the services (for example, your premises may be left in a dangerous condition or unprotected from theft if the services are not completed).

2. Damage to Your Property

- 2.1. Please note that while we strive to maintain the utmost care during our operations, we cannot take responsibility for any damage caused to ceilings as a result of our work. This includes any cracks that may occur due to movement during the roofing works.
- 2.2. It is your responsibility to ensure that our team has safe and easy access to the roof and all other areas of the property where we may need to work. This includes, but is not limited to, areas with garden furniture, sheds/storage, and planters.
- 2.3. In some cases, we may need to use heavy machinery and require access for our Heavy Goods Vehicle. If your property cannot accommodate such equipment, please inform us in advance. We will then take the necessary steps to prepare the grounds while ensuring minimal disruption. We cannot be held liable for damage to flags from weight bearing loads.

3. Our Responsibility to our staff

- 3.1. At Cheshire Roof Repairs Ltd, we place great importance on the safety and welfare of our staff. We adhere to high standards of health and safety to ensure a safe working environment.
- 3.2. For the welfare of our staff, we may provide relevant facilities, such as a portable loo, where deemed appropriate.

4. While at your Property

- 4.1. We kindly ask that you communicate with your neighbours regarding our work. This includes discussing any potential issues with access and any necessary preparations they may need to make, such as moving or protecting their property and garden furniture.
- 4.2. While working on your property, having access to water and power would be beneficial. If this is not possible, please inform our office in advance so we can make the necessary arrangements.
- 4.3. If we are performing the services at the premises, then you should:
 - 4.3.1. Make the areas where the services are to be performed ready;
 - 4.3.2. Remove any items which will stop or hinder in the performance of the services;
 - 4.3.3. Protect your items or possessions from the effects of us performing the services;
 - 4.3.4. Allow us to gain access to the premises at the dates and times we and you have agreed we will perform the services.
 - 4.3.5. You will obtain any necessary consents, permissions and approvals before we start performing the services.
 - 4.3.6. You will make sure all vehicles are removed from around the scaffolding/off drives. We hold no liability to vehicle damage when not moved

5. Exclusion and limitation of liability

- 5.1. No responsibility for ponding of water on flat roofs will be taken following re-roofing on refurbishment projects or new works where the roof structure was completed by others.
- 5.2. No responsibility will be taken for any delay, loss or damages caused by strikes, labour disputes, or inclement weather, changes of design or specification or any other circumstances beyond our control.
- 5.3. Care will be taken when working on roofs above existing ceilings, but no responsibility will be taken where damage is caused to ceilings during the progress of the work.
- 5.4. We shall not be responsible for damage to ceilings, walls, gutters or building fabric, if such items are found to be defective before or during commencement of work or where damage is caused by unavoidable vibration.
- 5.5. Our quotes do not include work of other crafts or trades or making good after their completion, unless specifically mentioned
- 5.6. Quotations do not include any work to timbers and substrate materials found necessary once the roof is opened up unless mentioned in our quote
- 5.7. Debris from loft works
 - 5.7.1. appropriate care will be taken to limit any debris while working on a loft area. CRR will remove any large debris. We cannot be held responsible for dust and small cement residue. It is your responsibility to cover and protect any belongings in the loft area.
- 5.8. Weather damage
 - 5.8.1. we will endeavour at all times to ensure the property is weather tight where possible. However, it is not always possible to protect against all extreme weather conditions
- 5.9. Plaster Board Damage
 - 5.9.1. during roofing works ceiling plaster boards may be damaged. We hold no liability for any plastering work needed following completion of a job.

6. Guarantee

- 6.1. We are proud to offer a 10-year guarantee on our full re-roof work. Please note, this guarantee does not extend to chimneys, gutters, and fascia's when these elements were not replaced as part of the re-roof works.
- 6.2. While we are more than happy to provide repairs to roofs and chimneys, we are unable to offer a guarantee on this type of work due to the complex nature of the root causes of these issues.
- 6.3. Please be aware that any items added to your roof following our completion, such as solar panels, will invalidate our guarantee, unless both aspects are fitted by CRR.

Complaints Procedure

Complaints may be lodged in one of the following ways;

By telephone during office hours: **01565 859 698**

Via email: info@cheshireroofrepairs.co.uk

Via post addressed to **Cheshire Roof Repairs Ltd, Parkview, Mobberley Road, Knutsford, Cheshire WA16 8HY**

Complaints will be logged and acknowledged.