



ROOF REPLACEMENT

Initially, I needed a fairly prompt repair to the chimney as the flashings had failed and allowed water to ingress. The original work that was completed around 30 years ago was not to current standards.

I selected Moran Roofing after hearing strong recommendations from others regarding their work, including from a neighbour. I can see my neighbour's roof, which was done by Moran Roofing about ten years ago; hence I could see the quality of the work for myself.

Following the chimney and flashing repairs, I was also aware the whole roof was showing signs of deterioration as the slates were over 100 years old and I was keen to improve the thermal insulation. As I was impressed by the initial repairs, I then went on to ask Moran Roofing to carry out the roof replacement, which was becoming necessary.

I therefore requested the renewal of the roof including thermal insulation under the slates. The guttering at the rear of the property was to be inspected and modified as required to avoid overspill of rainwater in future.

The initial visit was swiftly scheduled and carried out. I discussed my requirements with Mr Moran, who was happy to answer my questions and explain the work. I received the quotation after a week or two.

They informed me that the proposed work would conform to the current Building Regulations and be certified with LABC by Moran Roofing Ltd.

The paperwork was very clear and comprehensive as to the work involved and also, for example, the firm's Insurance and Health & Safety Policies were made available.

Mr Moran replied to phone calls and emails promptly. He was ready to modify the plan to bring in a skip in the light of the particular circumstances in the lane where I live. I was kept informed of the likely start dates and, in due course, the actual start dates.

The works were started and completed on time. The team were excellent. As this was during the time of COVID-19 they abided by the firm's COVID-19 Safety policy. They were very pleasant and clearly had the skills required for the work.

These are quotes from some of my neighbours: "very friendly roofers", "they were really nice guys", "I hear really good things about these Moran guys", "It (the new roof) looks great!" (this latter quote from a neighbor who lives opposite).

The team cleared up well but they also came back straight away when I asked in order to clear up some pieces of debris which had been missed.

A few months later, after torrential rain, I noticed a displaced downpipe which was letting water rush down the wall. This may have occurred during the striking of the scaffolding. I let Mr Moran know about this by email and the problem was fixed the very next morning with no fuss.

I believe that one's home is not only a valuable asset but it is essential that it is weatherproof for one's health and well-being. Moran Roofing may not be the cheapest option for roof work but they use good quality materials and offer a high standard of expertise and workmanship together with good customer service standards. They are recognized in the area for these qualities which makes them well worthy of consideration for any roof work. One can have confidence in them. No one wants to employ "cowboys". Moran Roofing more than met my expectations!

Miss Crawley