

# Your roof, our focus

people + passion



# Big investments mean big decisions

When you think about all the jobs a roof has to do, it's easy to see why looking after it is so important.

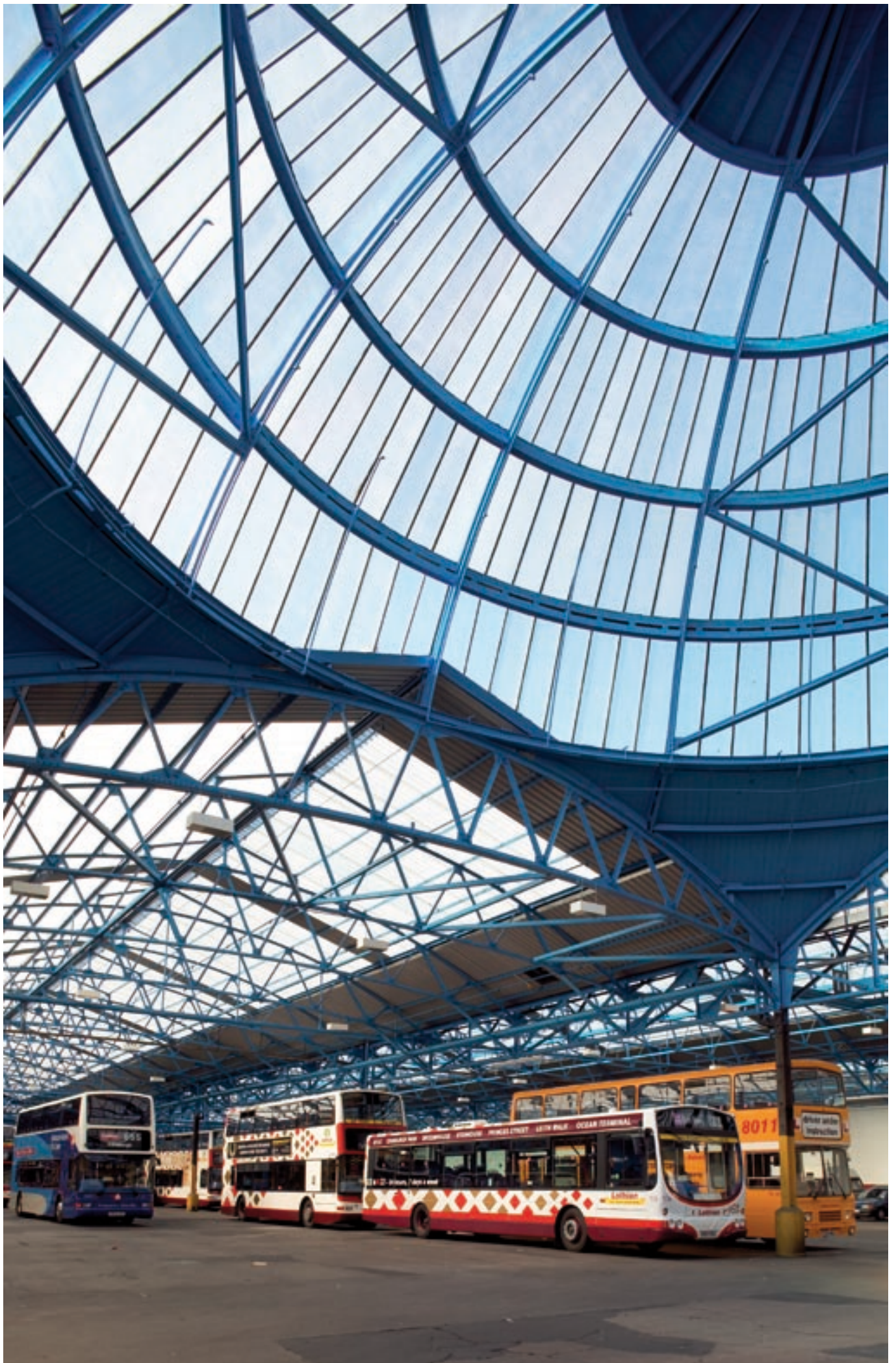


It keeps your people dry and warm, it protects your stock and equipment from the elements, and it holds the whole building structure together – not to mention making your building look more appealing. But your roof can only do these jobs properly if it's in good condition.

We know that a poorly maintained, ageing roof that's not fit for its purpose can have dire effects on a business. But we also understand that your decision to invest in re-roofing your building is a big one that won't be taken lightly.

This is why every job we do, regardless of size, starts with listening to you to understand your priorities and your requirements and to find out exactly what makes your business tick. From the outset, we'll put ourselves in your shoes and consider the issues from your perspective to make sure that everything we provide is spot on – from our initial site survey, right through to handing over the finished product.

Simple, really, but it makes all the difference.



# Getting your priorities right



Since affordability and value for money are high on everyone's list of priorities, we work hard to make sure that what we deliver really fits the bill. We're a major purchaser of materials, but because we're not linked to any particular manufacturer you can be sure we'll use the ones most suitable for the job and at an affordable price.



Many of the systems we use come with full insurance-backed guarantees, and our complete re-roofing specifications come with a substantial guarantee too. So when we say you'll get value for money, we really mean it.

## Open for business

As well as needing the roofing or cladding work to be affordable, we also realise you might need to stay open for business while we're working overhead. Carrying out our job safely while our customers continue their work below is something we're very experienced in and, frankly, really good at. From understanding the security implications to ensuring the safety of those underneath, we know what's involved in working above an occupied building, and we put this knowledge into practice on every project. We keep disruption to a minimum, too, so that our customers can get on with their jobs while we get on with ours.

Alternatively, you may need us to make the most of a shut-down period that you've already planned. We'll readily co-ordinate our work so that it fits in with your specific schedule, and – just as important – we'll deliver your new or refurbished roof on time, so that your business can re-open again to programme.

## A safe, well-trained pair of hands

Whether your business is staying operational during the re-roofing project or not, you'll want to know that your property's in safe hands. Our commitment to safety is reflected in everything we do: from the training we provide, the risk assessments we carry out and the procedures we've put in place to the equipment we use and the safety supervisors we employ.

We constantly review our safety policies and procedures and make sure our people understand them, while our roofing teams adhere to the relevant regulations every step of the way. Whether they're working on a fragile roof, operating a mobile platform, using an abrasive wheel, putting up an aluminium access tower or

applying hot adhesives, our people have been fully trained in roofing safety through CITB-approved courses. They also cover safety planning, roof edge protection, safe access, protection equipment, and the legal responsibility of the roofer. So safety isn't just something we talk about – it's something we do, and it's at the very heart of our business.

As well as educating our people in safety awareness, we also invest in other training that helps to update their technical skills, to make sure our business is bang up-to-date with the latest roofing methods and technologies. This means we can tackle pretty much anything that's thrown at us – and what we don't know about roofing and cladding really isn't worth knowing.





### How we do it

We work with our clients in three ways: we think, we manage, and we deliver. We find strategic answers to long-term challenges, then put those plans into place by delivering our service. All while operating responsibly and working in partnership with our clients, of course.

Once we've discussed your priorities, we'll provide a detailed description of your building and the related roofing issues, a thorough specification, and a transparent quotation, as well as some innovative solutions and fresh alternatives.

Whether we're talking about a flat to pitch conversion, roofing and cladding refurbishment, single ply roofing, felt roofing, liquid-applied roofing systems, asbestos removal or replacing rainwater goods, we've never found anything we can't do. And it's all about doing the best job we can, every time.

### The right attitude to getting things done

Of course, not just anyone can do the job the way we do it, and that's because of our people.

We know a lot of companies say that, but we really mean it. We're all about having the right people for the job and the right attitude to getting it done – and having passion for what we do. Our high percentage of directly-employed people means we're all working to the same standards and quality: we're never happy settling for 'good', we deliver 'excellent' every time.

**“A roof constitutes about 5% of the cost of a building, but provides protection for 95% of an owner’s assets.”**

## **MITIE Tilley Roofing Ltd**

Auction House  
Meadowfield Industrial Estate  
Ponteland  
Tyne and Wear  
NE20 9SD

T: 01661 871015

E: [newcastle.roofing@mitie.co.uk](mailto:newcastle.roofing@mitie.co.uk)

[www.mitie.co.uk/roofing](http://www.mitie.co.uk/roofing)

[www.tilleyroofing.co.uk](http://www.tilleyroofing.co.uk)

### **Branches also at:**

#### **Bristol**

1156 Aztec West  
Bristol  
BS32 4TF

T: 01454 275895

E: [bristol.roofing@mitie.co.uk](mailto:bristol.roofing@mitie.co.uk)

#### **Cardiff**

Regus House  
Malthouse Avenue  
Cardiff Gate Business Park  
Cardiff  
CF23 8RU

T: 02920 263626

E: [cardiff.roofing@mitie.co.uk](mailto:cardiff.roofing@mitie.co.uk)

#### **Leeds**

Unit 3 Brown Place  
Brown Lane West  
Leeds  
LS11 0EF

T: 0113 270 7609

E: [leeds.roofing@mitie.co.uk](mailto:leeds.roofing@mitie.co.uk)

#### **Manchester**

Chaddock Lane  
Boothstown  
Worsley  
Manchester  
M28 1DP

T: 0161 790 7521

E: [manchester.roofing@mitie.co.uk](mailto:manchester.roofing@mitie.co.uk)

#### **Sevenoaks**

Unit B5 Chaucer Business Park  
Watery Lane  
Kemsing  
Sevenoaks  
Kent  
TN15 6QY

T: 01732 762626

E: [sevenoaks.roofing@mitie.co.uk](mailto:sevenoaks.roofing@mitie.co.uk)

#### **Southampton**

11 Vicarage Farm Industrial Estate  
Winchester Road  
Fairoak  
Eastleigh  
Hampshire  
SO50 7HD

T: 02380 697254

E: [eastleigh.roofing@mitie.co.uk](mailto:eastleigh.roofing@mitie.co.uk)

#### **Stevenage**

Unit 8 Titmore Court  
Titmore Green  
Little Wymondley  
Nr. Hitchin  
Hertfordshire  
SG4 7JT

T: 01438 355563

E: [stevenage.roofing@mitie.co.uk](mailto:stevenage.roofing@mitie.co.uk)

#### **Walsall**

Middlemore Lane  
Aldridge  
Walsall  
West Midlands  
WS9 8AN

T: 01922 457911

E: [walsall.roofing@mitie.co.uk](mailto:walsall.roofing@mitie.co.uk)

#### **Whitburn**

Unit 18 Murraysgate Industrial Estate  
Whitburn  
West Lothian  
EH47 0LE

T: 01501 749600

E: [whitburn.roofing@mitie.co.uk](mailto:whitburn.roofing@mitie.co.uk)