

DORKING GLASS

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DORKING GLASS

Thank you for your enquiry. We are pleased to present ourselves for the consideration of fitting uPVC products to your property.

You will find the attached papers telling you who we are and how we conduct ourselves in fulfilling your requirements.

Whatever your individual needs, we will be pleased to meet at a mutually agreed time to discuss them.

There is no obligation – we are not pressure salesmen – we aim to provide a quality service to meet your needs, recognising the importance of such an investment.

We will provide a detailed quotation, together with a specification of work to be undertaken, and can offer a degree of flexibility on the installation timing. We maintain a list of our completed installations and will be pleased to let you use this as a reference to the quality of our workmanship. In addition, you will be welcome to inspect both current and/or existing installations.

We are available to help and advise prior to, during the contract, and in support once the installation has been completed. We are proud of our reputation for providing a Quality Service and appreciate the many references passed forward from our already satisfied customers.

11 QUESTIONS TO ASK WHEN REQUESTING A QUOTATION

	Dorking Glass Yes/No	Other Company Yes/No	Other Company Yes/No
Is the timber being removed?	Yes		
Is the sarking felt being replaced?	Yes		
Is hollow soffit being fitted?	No		
Are 7m boards being used to minimise joints?	Yes		
Are any possible extras listed on your quote?	Yes		
Are access requirements included in the quotation?	Yes		
Is all rubbish removed from site?	Yes		
Are all telephone lines dealt with?	Yes		
Is all work inspected on completion prior to payment?	Yes		
Do you give a written specification?	Yes		
Do you give a list of jobs carried out?	Yes		

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THE COMPANY

We are a local business specialising in the Supply and Installation of high quality uPVC fascia boards, barge boards, soffits, claddings and guttering for the maintenance-free protection of the exterior of your property.

On agreement to proceed, a more detailed (free of charge) survey will be undertaken, both confirming measurements before material is allocated and assessing any access issues to ensure that the fitters may perform a quality installation.

On satisfactory completion of the contract, DORKING GLASS provides a guarantee of 10 years on the installation workmanship. An insurance underwritten guarantee is also provided.

THE PRODUCTS

The extensive product range includes fascias, barge boards and soffits, together with various cladding and associated rainwater gutters and downpipe systems. Maintenance is limited to an occasional wash-down with water using a household detergent. We provide a uPVC cleaner, free of charge, for more stubborn stains.

From a range of top quality manufacturer's products (conforming to British Standards) we will provide the advice as to which will best suit the particular property. It should be recognised that all such manufacturers produce their particular products from the same basic raw materials, and the specific design and colour are subject to their own individual processes.

It is a combination of this quality and the skill of our fitters that will result in a high quality installation.

We will not provide or install the lower quality products, and potential customers should be aware of this when considering such an installation. An example of this is hollow soffit board which all customers should be aware is a cheap, inferior product that suffers from brittleness in a short space of time.

When considering having your property fitted with uPVC protection, there are different ways of fulfilling such a task and the first two sections deal with the various approaches other companies may suggest.

1. Covering over existing timber with uPVC boarding

If you are considering having your existing timber covered with uPVC (known in the trade as “capping”) it would be prudent to take stock of the problems that would almost certainly result from this type of installation.

The principle issue is as follows:

Beneath your wooden fascia there are the ends of rafters (rafter feet), (gable beams in the case of bargeboards, and battens in the case of cladding), any of which will more than likely have been affected by **ROT** due to the ingress of rainwater through various areas, e.g. rotting sarking felt, cracking roof tiles and, in most cases, damaging cemented verges.

In our experience, which is extremely considerable, four out of five properties will show rot to some degree when the wooden fascias are removed.

One can appreciate the gravity of covering the existing wooden fascias and, needless to say, there is not a single point it is favour.

In short, it is a very inefficient and costly way of fitting, when taking into account the cost of remedial work, due to the effects of the covered-up rot.

It should also be noted that, when selling a property, surveyors are now very aware of this kind of installation.

2. Direct fitting of uPVC to Rafter Feet

Having the knowledge that there could be rot somewhere beneath your fascia, the only logical way forward is to remove all such timbers.

In this way, any further rot will be seen and dealt with by cutting it out and replacing with new, treated timber.

At this stage it is important to know which sections of your property are load-bearing.

Basically, all fasciaboards are load-bearing.

The reasons are as follows:-

- a) They have to accommodate the weight of the overhanging roof tiles
- b) They have to accommodate the weight of the guttering and downpipe systems, including the rainwater!
- c) The soffit, if there is one, is 'secured' to the underside of the fasciaboard

Adding these three functions together gives the fascia board quite a responsibility. It should be recognised that rigid uPVC products constitute a skinned closed cell foam, manufactured by an extrusion process and, as such, are not designed to be load-bearing. Therefore, it is for these reasons that we insist on fitting a new tanalised timber backing board.

Fitting the uPVC boarding directly to the end-grain of the rafter feet will not offer you the security that fitting to the cross-grain of the tanalised timber would provide. It is for the above reasons that we would not be prepared to install to any property in this manner.

The quotation you will receive from us will refer to the appropriate sections of the Dorking Glass installation specification, as follows:-

The Dorking Glass Installation Specification

1. Fascia Boards

All exterior timber is removed to allow us to deal with any rot that is present.

Where necessary, all exposed timber is treated with an industrial rot-proofing preservative.

All existing sarking felt is replaced with new sarking trays that support existing felt, should the roofing tiles allow this – the vast majority do. If this is not the case, we will fit reinforced plastic underslaters felt that will not rot.

Due to the load-bearing requirements discussed previously, we now fit new tanalised timber to the rafter feet. (Tanalising is a pressurised preservative treatment carried out in a factory process).

This now provides the security to enable us to fit the uPVC boarding onto the tanalised timber, using 30mm ring-shanked marine grade stainless steel plastic headed pins. These pins are virtually unobtrusive when viewing the completed installation.

The new guttering, to the colour and style of your choice, can now be securely fitted.

2. Barge Boards

As with the fascia boards, only by removing the existing barge boards can any rot in the gable beam be exposed. For similar reasons, it is ill advised to cover the existing barge boards.

If, after removal of the barge boards, the gable rafter is in good condition, it will be treated with an industrial rot-proofing preservative, if required, and the new uPVC soffit and barge boards, as appropriate, will be fitted.

The barge board is not load-bearing and can be fitted directly to the gable beam using marine grade stainless steel, plastic headed pins into the cross grain of the gable timber. The character of the barge boards end box will be maintained or enhanced at all times.

Should the gable beam be rotten this could mainly be due to cracking in the cemented verge. Where cracks appear and, even worse, where the cement falls out, this allows rainwater to reach the upper side of the gable beam and rot results.

The method of cementing verges, the materials used, and the state of repair vary considerably. If the rot in the gable beam is confined below the wall plate, this can be replaced with new treated timber (free of charge).

If the rot is above this point then it is highly probable (and desirable) that the whole gable beam has to be removed and replaced with new, treated timber. An extra cost may be incurred which will be listed separately on your quotation (see **Possible Extras**).

In the majority of cases this procedure also requires the removal of the verge itself.

The whole process is conducted as follows:-

- a) Remove the verge tiles
- b) Remove the cemented verge and bedding tiles (or cloaking)
- c) Remove the rotten gable beam
- d) Where necessary, treat all exposed timber with an industrial preservative
- e) Fit the new, treated gable beam
- f) Fit new under cloaking (cement based)
- g) Fit the new uPVC barge boards
- h) Replace and cement the verge tiles or, alternatively, fit uPVC dry verge systems
- i) Seal the barge boards to the under cloaking to stop possible water ingress

There are no short cuts to this workmanship, which is not costly, but is probably the most vital section of your property to be fitted.

3. Soffits

Where wood or asbestos soffits are to be renewed, appropriate backing supports will be fitted. Soffits will be fitted either in a single piece or, for wider soffits, individually boarded tongue and groove (not hollow soffit) will be used.

Soffits are fitted before the fascias and barge boards and are nailed into the underside of the tanlised timber fascia support enabling the elimination of visible fixing pins and preventing wind-induced soffit rattling.

Soffit vents will be fitted as standard, unless requested otherwise by the Customer.

4. Cladding

All existing timber cladding is removed. If required, a water permeable membrane is fitted. Replacement fibreglass insulation will be quoted separately if required.

From a range of styles, new uPVC cladding will be fitted using appropriate trims on any corners and windows. Cladding is fixed using marine grade stainless steel hidden pins.

uPVC cladding will be fitted in six and seven metre lengths, thus eliminating the need for unsightly joins. Most companies use a standard five metre length.

5. Rainwater Systems

From a range of round, square, deepflow, and ogee section rainwater products, we will fit replacement gutters and downpipes to the Customer's choice in available colours, generally white, black, brown or grey. Existing systems will only be refitted in exceptional circumstances.

The range available to suit the property will be discussed at the initial meeting.

6. Possible Extras

On all quotations we have an area marked "Possible Extras". This allows for any unforeseen work, i.e. re-cementing gable tiles or replacing rotten gable beams, whilst at the same time making the Customer aware of extra costs before commencement of the installation. Although we are very aware that nobody enjoys paying for extras, we feel it is unfair to include these in the original quotation as, in many cases they are not required.

The only three extra costs ever needed involve re-cementing gable verge tiles, replacing rotten gable beams or licensed asbestos removal (see asbestos sheet). We list these separately as it is not possible to view the condition of the gable beam until the existing timber has been removed. When removing the timber barge boards, although every care is taken not to disturb the cementing, in some cases it cannot be avoided.

Dorking Glass believes in doing a thorough job and we will therefore re-cement the tiles, as explained on our specification, and not “face up” any damaged cement, which is not only bad building practice, but dangerous as well.

Should rotten beams be found, it is very important these are replaced and not just covered up to avoid this extra work. Failure to do this can cause ingress of rot into other areas of the roof structure.

Should the need for any of this work become apparent, we will inform the Customer immediately of any costs involved before any work is commenced.

Please note, however, that the above is the worst case scenario and, **in the majority of installations**, is **not** required. Should your quotation state “no extras” then no additional charge will be made to the stated contact amount.

7. Quality Control

Once the installation has been completed, our Surveyor will contact you and make an appointment to carry out a detailed inspection of the installation. Unlike most home improvement companies, we feel that it is important to ensure that every installation is carried out to the same high standards and that every Customer is completely satisfied with every aspect of the works.

Should the Surveyor find any problem with the installation, he will arrange for the required remedial work to be carried out before final payment is made by the Customer.

Summary

Fascia boards, together with gable ends, emphasise the main character of the property. Over the period of its life, good quality uPVC represents a good investment compared with alternative maintenance methods, including painting.

We will in no way alter the character of your property, unless we believe it would be structurally or cosmetically beneficial. In particular, the character of the barge boards and end boxes will be maintained or enhanced.

On completion of all works, your property will be left clean and tidy, with all rubbish being removed.

We are pleased to be able to offer barge boards and cladding in seven metre lengths, thus, in many cases, reducing the need for joins. Remember, the more joins you see, the more unsightly the installation looks.

Dorking Glass strongly recommends the use of tanned timber fascia support, not only for the aforementioned reasons, but because we believe it to provide a solid foundation. It is therefore a key reason why we are able to provide a 10 year guarantee on our workmanship.

We hope you have found this to be interesting and informative, but should you require any further information, please do not hesitate to contact us.