

Serving The Roofing Industry

June/July 2019
Issue 10

# Least Contract

makeover

Meet our Local Heroes

Increasing consumer confidence

Abutment detail solutions

Breathing easy in Perthshire

Core Range guarantee



Working at height update



Next day rooflights

# BRAND NEW

Scott Bader rebrand and launch a new website for their CrysticROOF® range!

Since its inception, CrysticROOF has gone from strength to strength to become a market leader in the roofing industry. To such an extent, the company decided it was time for a branding refresh. You can visit the new crysticroof.com to see the new branding, new literature

and even a new video giving you a whistle-stop tour of the CrysticROOF range to find out more!



# DRY FIX SOLUTIONS SECURE BRE APPROVAL

The new British Standard BS 8612 ensures Dry Fix roofing products pass physical demands like vertical load for wind uplift, tensile strength and rain drainage as well as an accelerated colour fast test for aesthetics. As Ubbink pride themselves on supplying quality, easy-to-install products, they had both their Universal Ambi Dry Verge System and Ventilated Dry Ridge kit independently tested at the BRE (Building Research Establishment).

Both systems surpassed the intensive testing process reassuring installers, specifiers and merchants that Ubbink Dry Fix solutions meet the latest regulations.



BMI Apprentice of the Year



As this year's BMI Apprentice of the Year competition gets closer, previous finalists have been reflecting on what the experience taught them.

And it's overwhelmingly positive. Winners and contestants alike report they are now taking on more responsibility in their roles, with some representing the industry as Construction Ambassadors with the CITB. There have also been great benefits for their employers; apprentices are able to run jobs and act independently, putting into practice the business understanding,

communication skills and confidence acquired from the two-day finals.

This year's exciting final takes place on July 2nd and 3rd and you can keep up with all the developments from this year's competition at https: //bit.ly/2S9Lt8R

# MODULAR GLASS ROOFLIGHT RANGE

FIX-R's range continues to expand to offer roofers a variety of flat roofing products that hit the spot for usability and price. Their new Glass Rooflights are quality specification modular glass rooflights, available to order in a wide range of sizes and fixed, manual or electric opening options.

- Double glazed toughened/ laminated glass
- Warm edge space bar
- Vertical PVC upstand
- Combined Unit u-Value 126 W/m<sup>2</sup>K
- CWCT tested to Class I

Order before 11am for next day delivery!









# Offsite Panelling 2.0

As the demand for scalable offsite construction is greater than ever, finding a panel that's perfect for offsite manufacturing is increasingly important. Ideal for the most demanding structural applications. SMARTPLY ULTIMA is the perfect choice.

Like the rest of the MEDITE SMARTPLY range, this next generation OSB4 panel from MEDITE SMARTPLY has been created with zeroadded formaldehyde. It's also the strongest, most moisture resistant OSB4 panel ever

produced by the company. Large panel formats up to 2.8m wide by 7.5m long, with a maximum thickness of 40mm are available.

MEDITE SMARTPLY Product Manager Colin Wheatley commented: "With new offsite factories emerging across the country, we aim to deliver a panel that meets the scale and structural demands required."

You can find out more at

mdfosb.com

# WIENERBERGER BUYS BPD

To strengthen its position in the roof market, Wienerberger has acquired BPD. As a prominent producer of roof underlays, wall and construction membranes, building ventilation systems and specialist roof products, BPD will become a centre of excellence for innovative roofing solutions. With a large product offering including the Protect, Passivent, Glidevale and Kingfisher brands,

as well as a tailor-made solutions service, BPD operates two highly advanced and efficient **UK** production sites in Nottinghamshire and South Wales.



# Did you know

# Better reporting to combat falls

Just under half of the falls from height fatalities in 2017 were within the construction sector, according to the HSE.

In March, the Working at Height All Party Political Group recommended better reporting and a change in culture to improve falls from height statistics. Following an extensive inquiry, which the NFRC took part in, their report Staying **Alive: Preventing Serious Injury and Fatalities** while Working at Height recommends:

- · Enhanced reporting through RIDDOR, which at a minimum, records the scale of a fall
- An independent body allowing confidential, enhanced and digital reporting of all near misses and accidents that do not qualify for RIDDOR reporting
- Extend the Working Well Together -Working Well at Height safety campaigns
- Extend Scotland's Fatal Accident Inquiry process to the rest of the UK.

# 000000000000 BRIEFS

# **Double top**

Are you a member of Trade Club? If not, you could be missing out on the opportunity to earn back up to £99.99 a month. Every time you buy supplies at your local SIG Roofing branch, you'll earn points which are converted into a voucher for you to spend the following month. You can even double your points on selected own label products. Join the club at sigroofing.co.uk/tradeclub

# **Get yourself** a 6-pack

For those after a high-quality, single component adhesive sealant with very fast strength build-up, Soudal have just launched the Fix All Turbo 6 Pack.

Now available from your local branch the Fix All Turbo is based on SMX-Polymer and gives the highest final bond strength. It's permanently fixed in just 20 minutes, reaching its peak bonding capacity after just 3 hours.



## @SIGRoofing

Did you spot us on @LABMmag? We discussed how we are supporting 11 apprentices through the Re:allies Framework, an initiative that provides smart procurement to asset management solutions.

#### @SIGRoofing

We are thrilled to be supporting #RoofCert which is jointly funded by @CITB UK and @TheNFRC and is seeking to establish a formal standard for roofing operatives that will be recognised by both consumers and companies. Read more in @RCIMag.

#### @SIG RoofingUK

Need a quote on our new FIX-R and TIL-R insulation ranges? Head over to our website for all the information you need sigroofing.co.uk



ROSS GOLDER OF ST AUSTELL'S GOLD ROOFING IN CORNWALL,

BEN LARGE FROM BPL ROOFING IN CADDINGTON, BEDFORDSHIRE AND SEAN DAVIS FROM RIVERSIDE ROOFING IN WIGAN WERE ALL SHORTLISTED FOR THE AWARD, SPONSORED BY SIG ROOFING.

BEN AND HIS TEAM WERE ANNOUNCED AS THE WINNERS FOR THEIR WORK IN COMING TO THE RESCUE OF A FAMILY WHOSE HOME HAD BEEN LEFT IN AN UNSAFE STATE BY ROGUE BUILDERS. THEY LEAPT INTO ACTION AFTER SPOTTING A FACEBOOK POST DETAILING THE DISASTROUS PROJECT. AFTER RECEIVING £38,000, THE BUILDER BECAME IMPOSSIBLE TO CONTACT

AND THE FAMILY WAS LEFT WITH MISSING WINDOWS. HALF-BUILT WALLS AND PILES OF RUBBLE THROUGHOUT THEIR HOME.

SEAN DAVIS

BEN SAYS: "I'VE WORKED IN THE ROOFING INDUSTRY FOR QUITE A NUMBER OF YEARS, BUT THIS WAS ONE OF THE WORST EXAMPLES OF SHODDY WORKMANSHIP I'VE EVER SEEN. PEOPLE PUT A LOT OF TRUST IN ROOFERS, AND IT'S HORRIBLE TO SEE THIS TRUST ABUSED.

"HELPING THIS FAMILY OUT WAS JUST THE RIGHT THING TO DO, BUT BEING NAMED AS A 'LOCAL HERO' BY THE UK ROOFING AWARDS MEANS THE WORLD TO ME.

ROSS GOLDER'S ONGOING FUNDRAISING EFFORTS FOR KIDS FOR LIFE, A CHARITY SUPPORTING CHILDREN AND YOUNG PEOPLE LIVING WITH CANCER THROUGHOUT THE UK, MADE HIM A STRONG CONTENDER FOR THE AWARD. HAVING FIRST BECOME INVOLVED

HAS ALREADY RAISED A STAGGERING £150,000.

ROSS HAS ALSO LAUNCHED A COMPANY FUNDED-'CONCIERGE' SCHEME TO HELP PEOPLE DONATE BLOOD.

SEAN DAVIS' STRONG SENSE OF COMMUNITY SPIRIT. HAS SEEN HIM DELIVER PROJECTS FREE-OF-CHARGE FOR VULNERABLE OR ELDERLY HOMEOWNERS WHO HAVE BEEN TAKEN ADVANTAGE OF BY COWBOY BUILDERS. IN ONE CASE, SEAN DROPPED EVERYTHING TO WORK ON A TIME-SENSITIVE PROJECT FOR A HOMEOWNER WHO HAD BEEN DRASTICALLY OVER-CHARGED BY A BOGUS BUILDER FOR A SHODDY JOB.

STUART BASE, MARKETING DIRECTOR AT SIG ROOFING, ADDED: "THE LOCAL HERO AWARD IS ALL ABOUT SHINING A SPOTLIGHT ON THE VERY BEST THE ROOFING INDUSTRY HAS TO OFFER, AND THESE THREE FINALISTS ARE FANTASTIC EXAMPLES OF THAT. THEIR COMMITMENT TO THEIR COMMUNITY IS WHAT THIS AWARD IS ALL ABOUT."





It's not always possible to anticipate exactly what you'll need each day, and what items might run out in the middle of a job. It's hugely reassuring to know that you can lay your hands on everyday materials at a moment's notice, though.

With that in mind, you can rely on finding SIG Roofing's **CORE RANGE** essentials in your local branch every time you visit. Whether you need specialist items such as graded batten, tile clips and lead sealant or basics like disposable gloves and a replacement trimming knife, everything is under one roof.

The extensive **CORE RANGE** of 200+ essentials is always available and in stock for all your roofing projects, guaranteed.

In the unlikely event that the item you want is not available you'll receive a free breakfast. Plus, you'll have your requested product within 24 hours.

For the full **CORE RANGE** product list and terms and conditions of the guarantee, visit sigroofing.com/corerange.

# Contemporary and bird-free



The challenge

A brick building with red Norfolk pantiles on the roof was run down, outdated and badly insulated. As a replacement, the owner wanted a contemporary looking roof slate with modern performance.

## The solution

The owner became aware of Cembrit Westerland slates after extensive research: "We wanted a light weight option that would look natural in its surroundings and would colour match the windows."

A total of 3,000 Westerland slates and 30 metres of Cembrit Slate Duopitch Ridge Ventilation were used to complete the re-roof carried out by Scott Sell Roofing. The owner didn't want cement edges to the gables as a finishing detail, so opted for Cembrit PVC dry verges, to provide a perfect colour match and create a consistent finish across the roof.

## What we learned

There are a number of benefits to using Westerland slates. The new roof eliminates the problem of moss growing and rolling down the gutters. Also, due to the surface of the ridges, birds no longer perch on the roof and leave mess, meaning the roof always looks spotless! With the slates correctly installed and tight-fitting, there is no draught between the slates and animals can't get in. The Cembrit slates have also reduced the weight of the roof by 4 tons, which means no more creaking timbers or rattling tiles on a windy day!





The Fairways is a three-storey building in West Molesey recently refurbished by PA Housing that needed a new rainwater system, fascias and soffits.

Crucially, as the property provides social housing, the products used needed to reduce the scheme's operational costs long term.

# The solution

Marley Alutec's Evolve Deepflow round guttering and Evoke fascias and soffits were selected for the project. These aluminium systems are highly corrosion resistant, so will never rust or need re-painting and have a life expectancy of up to 50 years or more.

The Evoke range is also available in a choice of 12 PVDF paint options, which includes Nano surface technology - resistant to dust, grime and algae build-up, reducing the need for regular maintenance.

The quality of the products and the ease of installation meant roofing specialists, RC Grant & Sons Ltd, installed the Evoke and Evolve systems easily within the six weeks they had on site.

# What we learned

Marley Alutec provided technical support to the roofing contractor

throughout the project, from the early planning stages to final installation. This enabled the project to run smoothly within tight time restrictions, creating a solution that both PA Housing and Building Surveyor, Churchill Hui were delighted with.

www.marleyalutec.co.uk



With roofers coming bottom of a Which? survey of members last year on the trustworthiness of B trades, INSIGHT looks at how contractors can increase consumer confidence.

e & Details

?

# What issues caused most concern?

- not turning up on time
- poor workmanship
- being ripped off.

The Which? survey suggests the public's perception of roofers is pretty low. Fewer than five out of every 10 people in the survey\* felt roofers were trustworthy, compared to top-scoring electricians who received eight out of 10 positive votes.

So, what measures can you take to reassure prospective clients about your company's reliability?

# **Timekeeping**

While it can be hard to judge timing when jobs are running over or traffic is heavy, turning up late is clearly an issue with consumers. If you are delayed, call and let people know before your expected arrival time. Always confirm start dates and times plus the project duration so your customer can make necessary arrangements.

Paul Bone's role is focused solely on looking at new jobs. He says: "Communication is so important. Start times can change due to weather, but we always give 24-48 hours' notice

and I call ahead if I'm running late for an appointment."

## **Photos**

Richard Bridger says: "I usually take pictures of the roof before, during and after. If the timber roof deck needs replacing or repairing, once it's covered over you can't see it, so it shows people the extent of the work you have done."

Mark Pancoust agrees: "Pictures show clients proof of what it looks like before you start and help explain what's needed." Paul Bone emails pictures with his invoice to show the completed work.

WORK ESTIMA

#### **Credentials**

Include membership of associations and liability insurance on your advertisements and estimates. "I always put 'Please ask to see a copy of my public liability insurance' on my quotes," says Richard. "People need to know you've got it and lots of customers do ask to see it. I'll also mention that I'm an approved contractor of a product, if it's relevant to the job."

Mark includes his membership of the Guild of Master Craftsmen on his advertisements.

#### Recommendations

All of our roofing panel members Paul, Mark and Richard get many referrals from previous customers, but also ask them to write reviews on Google and sites such as Checkatrade and Trading Standards' Buy with Confidence. They might use the reviews as a prompt and refer to their recommendations and testimonials when undertaking a site inspection.

# **Our roofing panel:**



Mark Pancoust of Advanced Roofing, Northampton



Paul Bone of Kingsley Roofing, Northampton



**Richard Bridger** of Highworth Felt Roofing, Swindon

If you'd like to join the panel, please email marketing@sigroofing.co.uk



# Hambleside Danelaw solutions for abutment detailing

Do I need to use both a continuous soaker or secret gutter in combination with your individual tile soakers?

Depends on the application. In a position exposed to high wind and rain, particularly with low roof pitches, then yes. This also applies when you have a large, multi-storey abutment wall next to the roof creating high levels of water run-off.

2) What is the benefit of using your individual soakers when I have lead on site?

Apart from the cost, using a preformed product significantly speeds up installation and avoids using lead where the water is being recycled.

3 How do I seal your individual tile soakers to stop water passing underneath?

The individual soakers that fit over the top of the tiles are not designed to prevent water from passing underneath. They cause the rainwater draining below the product to drain out onto the course below.



"Product warranties go down well with consumers and I mention them on the quotation. An insurance-backed guarantee from a manufacturer gives them confidence," says Richard.

Mark offers a 12-year warranty on his company's workmanship on a large area of roof repair and new roofs. As a member of the NFRC, Paul's company is able to offer an insurance-backed guarantee on work.

SIG Roofing's ONE Warranty scheme enables contractors to offer a 15-year warranty for all the key elements of the roof from just one source. Providing peace of mind, it covers product performance. Dozens of leading manufacturers' products for both pitched and flat roofs are included.

Once you register, you can offer ONE Warranty to your customers provided you use only products from the approved list. A ONE Warranty leaflet is available to leave with customers to explain the benefits. After the job is complete, simply submit an application to cover the job. When verified, both you and the customer receive a certificate as confirmation. For more information visit signoofing.co.uk/onewarranty

\* of 1,461 people

# How to prevent gable end staining

Staining on gable end walls, caused by water shedding from inferior or incompatible dry verge systems, is still a concern, despite the new Dry Fix Standard, BS 8612. To prevent this, consider drainage performance when you choose a dry verge system - just looking for BS 8612 compliance isn't enough!

Marley's new Ashmore dry verge protects against gable end staining, with special in-built features, such as multiple drainage channels to direct water away from the wall. To ensure a secure fix, it also includes a batten end clip, which is a quick, robust way of achieving mechanical engagement with the batten.

Specially designed to complement its Ashmore double interlocking plain tile, Marley's Ashmore dry verge is also fully compatible with other interlocking plain tiles on the market.

For more information, visit www.marley.co.uk/dryverge

# AA FIRE RATING IS A HOT TOPIC!

An EXT.F.AA fire rating means that a roof build-up system has been tested in accordance with BS 476 part 3 and passed to the highest level.

The 'EXT' relates to the external performance when exposed to the risk of fire spreading to the roof from an adjacent building, rather than a fire from within the building itself. The 'F' relates to 'Flat' as opposed to sloping.

The First A relates to penetration whilst the second relates to spread of flame.

Products, systems and build-ups have been formulated, designed and tested to ensure BS compliance holistically.

One product comes with the top fire rating possible, AA. Look out for SIGnature's torchapplied built-up roofing system for flat and pitched roofs. Exclusive to SIG Design & Technology, the range is BBA accredited, robust, tried and tested.

A cold applied self-adhesive underlay is available and the option of either torch applied, or self-adhesive aluminium lined, vapour control layers are accompanied by a full range of insulation and ancillary products. SIGnature Torch-On carries a full system warranty of either 20 or 25 years.

A scorching result all round!

See Building Regulations
Approved Document B table 16
https://bit.ly/2v4C2cq)

# ACADEMY ROOF IS

The challenge

Re-roofing Oakfield Academy in Frome was definitely a challenge. For one thing, the sheer number of separate roofs - 11 pitched and 15 flat - meant a total roof area of 3,500m² to cover! The academy also needed funding from the Education & Skills Funding Agency and wanted the finished works guaranteed.

After a successful funding bid, all the roofs were replaced by winter 2018, and are backed by guarantees of 15 years or more.

Crucial to the success was how BMI UK & Ireland worked with surveyors Ridge & Partners on the funding application. They completed the survey - including core samples of the existing flat roof - and provided a specification for the tender process.

Ridge & Partners opted for BMI Icopal system for the flat roofs

and then chose the BMI design service for the pitched roofs. This was because it required an approved system with the appropriate guarantees. When Redland and Icopal merged to become BMI, it made sense to use both their pitched and flat solutions, so Ridge & Partners had a one-stop shop.

# What we learned

Academies need guarantees that are enforceable and a solution that simplifies the maintenance and management of the roofs and BMI was able to deliver this.

www.bmigroup.com/uk





# Where can you find an Insight approved stockist?

## SCOTLAND

Aberdeen	AB16 5UU	01224 692000
Ayr	KA8 8BL	01292 262885
Broxburn	EH52 5NN	01506 857613
Dundee	DD2 3QQ	01382 833011
Edinburgh	EH6 7LF	01315 542554
Glasgow	G71 6LL	01698 817428
Inverness	IVI ISY	01463 250318
Kirkcaldy	KYI 2YX	01592 654913
Linwood	PA3 3BQ	01505 321122
Melrose	TD6 ORS	01835 823640

# NORTH WEST

Blackpool	FY3 7UN	01253 398376
Bolton	BL3 2NH	01204 523336
Crewe	CW2 8UY	01270 251 000
Leyland	PR26 7QL	01772 453939
Liverpool	L9 7ET	0151 5212100
Manchester	M34 5LR	0161 3203456
Warrington	WA4 4EZ	01928 796 100
Wigan	WN3 4BT	01942 615030

# TYNE AND TEES

Gatesnead	INE8 3AD	01914 //94/4
Middlesbrough	TS2 IDF	01642 242753
Stockton	TS18 2PH	01642 677772

## YORKSHIRE

IOKK2HIVE			
Bradford	BD3 9HB	01274 392433	
Grimsby	DN31 2SG	01472 245667	
Huddersfield	HD3 4JW	01484 653373	
Hull	HU4 6PA	01482 574577	
Leeds	LS12 6AB	0113 2631263	
Leeds	LS9 OPF	0113 2351441	
Rotherham	S60 IDA	01709 835500	
Scunthorpe	DN16 IDQ	01724 854444	
York	YO30 4UU	01904 476319	

# MIDLANDS

FILE		
Birmingham	BII 2FE	01217 081515
Birmingham	BI9 IED	01215 239143
Coventry	CV6 6FG	02476 688754
Derby	DE24 8HL	01332 349155
Dudley	DY2 0RL	01384 472420
Leicester	LE18 4TA	01162 785262
Newark	NG24 2EQ	01636 611880
Nottingham	NG7 2NN	01159 851400
Stoke	ST4 2NL	01782 280567
Telford	TFI 5ST	01952 641161

#### WEST

Bath	BAT 3EN	01225 483828
Bristol	BS2 OUZ	01179 710085
Bristol	BS5 9RD	01179 412412
Bristol	BS3 2TN	01179 663072
Gloucester	GL4 3SJ	01452 521 347
Hereford	HR2 6JT	01432 273084
Oxford	OX2 0ES	01865 790303
Reading	RG30 4BJ	01189 455454
Swindon	SN2 8XA	01793 613339

#### WALES

Cardiff	CF24 5HB	02920 483939
Porth	CF39 9SJ	01443 681004
Swansea	SA5 7LF	01792 790272

#### **ANGLIA**

ANGLIA		
Bedford	MK41 9QG	01234 325283
Cambridge	CB22 7QP	01223 872260
Colchester	CO2 8JX	01206 877460
Great Yarmouth	NR31 OLY	01493 659991
High Wycombe	HP12 3RJ	01494 450079
Ipswich	IPI 5LU	01473 749621
Kings Langley	WD4 8JU	01923 269983
Kings Lynn	PE34 3AJ	01553 764202
Luton	LUI 3XL	01582 724837
Northampton	NN5 5JF	01604 765684
Norwich	NR3 3ST	01603 487860
Peterborough	PEI 5YB	01733 345004
Southend	SS9 5PR	01702 425213
St Ives	PE27 3YJ	01480 467776
Waltham Cross	EN8 7DZ	01992 624938
Southend	SS2 5QW	01702 613 181

#### LONDON

Cheam	SM3 9AG	020 8337 9455
Chingford	E4 7HZ	020 8559 4334
Croydon	CR0 2BD	020 8686 6911
Croydon	CR0 4YZ	020 8689 0481
Kentish Town	NW5 3EW	020 7485 5550
Park Royal	NW107UL	020 8507 4380
Rayleigh	SS6 7XF	01268 798 999
Romford	RM7 0HL	01708 754022
Romford	RM3 8TS	01708 377666
Slough	SLI 4BG	01753 570526
Stratford	E15 2RW	020 8536 5400
Tottenham	N17 8HJ	020 8808 6816

#### SOUTH EAST

Finchampstead	RG40 4RB	01189 733788
Folkestone	CT 19 5EY	01303 226888
Gravesend	DA12 2PS	01474 532999
Hanwell	W7 2QD	020 8571 6555
Hastings	TN38 9ST	01424 853099
Horsham	RH122NW	01403 270640
Hove	BN3 7ES	01273 328640
Leatherhead	KT22 7LF	01372 361600
Lewes	BN7 2BQ	01273 488888
Maidstone	ME15 9NL	01622 843399
Milford	GU8 5BB	01483 425828
Ramsgate	CTII 7QE	01843 592772
Sidcup	DA146QF	0208 302 5451
Sittingbourne	ME9 7NU	01795 843967
Tunbridge Wells	TN2 3DY	01892 515599
Weybridge	KT15 2SD	01932 850500
Woking	GU21 3BA	01483 215100
Worthing	BN148NW	01903 201013

## SOUTH COAST

Bishops Waltham	S032 IBH	01489 896544
Bournemouth	BH12 4BJ	01202 731867
Eastbourne	BN23 6QN	01323 500458
Poole	BHI5 4BN	01202 682491
Portsmouth	PO3 5AY	02392 690214
Southampton	SO15 OLG	02380 365555
Waterlooville	PO7 6QX	02392 258344

# SOUTH WEST

Exeter	EX2 8PY	01392 250323
Newquay	TR7 2SX	01637 852660
Plymouth	PLI 4LL	01752 509538
Taunton	TAI 5LY	01823 323888
Torquay	TQ2 7BD	01803 613212

# OVER 100 BRANCHES NATIONWIDE OFFERING

- Over 40,000 roofing products
- Supply of leading brands
- Delivering the products you need, when you need them - nationwide
- Dedicated Industrial Roofing team
- Accredited contractor scheme for flat roofing

For editorial enquiries please contact the editor at insightnews@sigroofing.co.uk

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