Capital Roofing

Capital Roofing Reactive Division

Fast. Reliable. Ready When You Need Us

When roofing problems strike, you need a team you can trust to respond quickly and get the job done right. Capital Roofing's Reactive Division is dedicated to delivering rapid, professional solutions to keep your property safe, secure, and fully protected.

Our Reactive Services Include:

- Emergency leak detection and repair
- Storm and weather damage response
- Urgent roofing inspections and fault diagnosis
- Temporary and permanent repair solutions
- Ongoing maintenance and support

Why Choose Us?

- **Rapid Response Times** – We act fast to minimise damage and disruption
- **Experienced Professionals** – Skilled operatives with extensive roofing knowledge
- **Reliable Service** – Consistent, high-quality workmanship you can depend on
- **Safety First** – Fully compliant with industry health and safety standards
- **Clear Communication** – Keeping you informed every step of the way

Whether it's a sudden leak, storm damage, or an urgent repair, our Reactive Division is ready to respond when you need us most.

Don't let roofing issues escalate – act fast with Capital Roofing's Reactive Division

Get in touch today to find out how we can support your property with our fast responsive, professional roofing services.

Rebecca McDonald
Reactive Co Ordinator

Email: **Reactive@capital-roofing.co.uk**

Office: **0208 054 3077**

Urgent Roof Inspection & Fault Diagnosis

£300

What this price includes:

- 24 Hour response
- Risk Assessment and Method Statement
- Same day written report provided with supporting photo report recommendations
- Quote for larger works within 24 Hours to allow for specialist Access
- Operative with 20+ years flat and pitched roofing experience
- Operative fully trained which include Harness training, Manual Handling, Working at Height and Asbestos Awareness
- DBS certificate ID
- Access: Ladder access N/E 5m

Instant Repair Service

£395

These works can be carried out straight away to solve leaks includes:

- Up to 12 tile repairs
- Up to 6 slate repairs
- Rapid curing liquid repair. To include primer and reinforced liquid N/E 2m²
- Bitumen Primer, Torch on/SA High Performance felt repair N/E 4m²
- Sealant repairs, N/E 6 tubes (CT1 or Similar
- Temporary measures. Tarpaulins safely secured)
- Redress lead flashings/install new lead flashing. 300mm N/E 3m
- Dye testing
- Coping stone joint repairs with structural sealant N/E 20 joints
- Leaf/debris clearance and waste cleared from site
- Outlet unblocking with drainage rods

**NB.* Where hot works are required, permits will be carried out

Other Service Costs:

(Non-Reactive Works):

- Drone survey with report and footage provided

  £595.00

- Electronic leak detection. Wet and dry with report

  £750.00

- Independent dynamic testing 2 men 8 hours

  £1,950.00

- Core sampling high and low level with moisture readings + report

  £295.00

- Roof maintenance inspection report for roofs under warranty

  £300.00

Other Services Provided:

MEWP Access such as scissor lifts and cherry pickers up to 54 meters.

- All scaffolding access solutions
- All drainage services such gutter clearance, unblocking of outlets/ downpipes
- CCTV surveys of drainage with reports provided

Above services are subject to an initial site inspection

1. Definitions

- "Company" refers to [Your Company Name].
- "Customer" refers to the person or organisation requesting services
- "Services" refers to emergency or reactive roofing works including repairs, inspections, and temporary weatherproofing.

2. Scope of Services

Emergency roofing: leak detection plus temporary or permanent repairs, subject to inspection and weather. Temporary fixes may be used until permanent repair is possible.

3. Call-Out Charges

A non-refundable call-out fee may apply.
Out-of-hours (evenings, weekends, bank holidays) may incur additional charges.

4. Quotations and Estimates

Valid for 14–30 days unless stated otherwise.
Based on visible damage; additional faults may result in extra charges.

5. Payment Terms

Payment due upon completion unless agreed otherwise. Deposits may be required for larger works. Late payments may incur interest and recovery costs.

6. Emergency Works

The Customer authorises immediate work to prevent further damage. The Company is not liable for pre-existing or ongoing damage progression.

7. Cancellations

Reasonable notice required. Late cancellations may be chargeable.

8. Weather Conditions

Work may be delayed or suspended due to unsafe weather conditions.

9. Materials and Workmanship

Materials will meet industry standards. Temporary repairs are not guaranteed as permanent solutions.

10. Complaints

Must be raised within 7 days.

The Company will aim to resolve promptly.

11. Photographic Evidence

Photos may be taken before, during, and after works for records and evidence.

12. Insurance Claims

Assistance may be provided (reports, photos, invoices). The Customer remains responsible for claims and payment regardless of outcome.

13. Maintenance Plans

Optional maintenance services may be offered under separate agreement.

14. Liability

Public liability insurance is held. Liability limited to the value of work completed.

No liability for: Hidden defects, Severe weather damage after repair, indirect or consequential losses.

15. Access and Safety

Safe access must be always provided.
Work may be refused or stopped if unsafe.

Additional access equipment may incur extra cost.

16. Waste Disposal

Waste removed unless agreed otherwise. Hazardous materials (e.g., asbestos) not included unless specified.

17. Guarantees / Workmanship Guarantees

Usually 6–12 months unless stated otherwise. Excludes unrelated defects, third-party interference, extreme weather, and structural failure.

18. Parking and Permit Costs

The Customer must ensure suitable parking is available. Any permits, suspensions, or permissions are the Customer's responsibility. Any parking charges, fines, or additional costs incurred will be passed to the Customer. Work may be delayed or rescheduled if parking is not available.

19. Governing Law

Governed by the laws of England and Wales.

20. Acceptance

By instructing the Company, the Customer agrees to these Terms and Condition