



## **Rooff Limited Defect Management Procedure**

On completion of the contract, if a defect or failure occurs that cannot wait until the end of Making Good Defects period, please email [maintenance@rooff.co.uk](mailto:maintenance@rooff.co.uk) during normal office hours (08.00 to 16.30).

Once an email is received it will be acknowledged as received and forwarded onto the relevant personnel to deal with.

All defects received are recorded on the day of receipt and comprehensive details of actions taken until the defect is complete are logged, this log can be sent to the clients customer care team if requested.

In the event of an out of hours EMERGENCY situation (e.g. danger to life or limb / security or to stop further damage occurring) please contact Everest Facilities Management on **020 8519 9141**.

Any defects not reported through the email address may not be dealt with.