



Here for you - Building for the Future!

VISION FOR THE FUTURE

Logan Roofing and Building are the Property professionals based in East Lothian and through hard work and dedication have continued to grow the business despite the challenging economic climate.

The company was established in 1989 and is a family run business specialising in all aspects of roofing and building work. Over the last 20 years the portfolio and scale of being work being undertaken has continued to expand until we are now recognised as one of Scotland's premiere building and roofing specialists.

The vision is simply that we continue to provide both our customers and Local communities with a reliable and value for money service which is fit for now and in the future. We firmly believe that reputation has to be earned and one of the best forms of advertising for any company is based on customer recommendation and feedback for a project that has been delivered to the highest possible standard. It is only by having a firm understanding of how to meet their specific needs will we continue to increase growth and market share.

The core value on which the company continues to trade its growing reputation is to always treat each customer as an individual in an honest and straightforward manner and in a way that you yourself would expect to be treated if you were in their shoes. You should always ask yourself a simple question, does the service meet my own personal expectations and does each project deliver the same high standards of care, dedication and very importantly value.

We are also fully committed to working closely with both Domestic and Commercial markets and welcome the opportunity to support Local Authorities and Councils to improve the community as a whole incorporating environmental considerations into our daily business activities. We are also extremely proud that our portfolio extends to delivering projects for industrial units carrying out extensive repair and restoration work to damaged or unfit roofs.

The aim of our company is to provide a seamless communication process at the start of any project and ensure our customers know exactly where they stand, who they will be dealing with and importantly how long the work will take to complete. This avoids any potential frustration for the customer and provides a solid foundation from which to build the working relationship.

Logan Roofing and Building will continue to deliver a unrivalled level of customer service throughout Edinburgh and the Lothians

by selecting and working with only the most reliable and trustworthy people. We understand how much our customers value honesty and integrity as a key component when doing business and these values will always be at the heart of everything we do.

We recognise that far too often customers can feel let down by broken promises and the policy of the company is always be open and honest from the onset of the relationship in both price and timescale's for delivery of the project. Our policy is that each project we undertake is treated in exactly the same professional manner no matter how big or small and we take great pride in being seen as an integral part of the local community.

CUSTOMER CHARTER

Logan Roofing and Building understand we will be judged on our ability to deliver work of the highest quality and craftsmanship consistently which is why we have a designed a specific set of performance standards which take the form of a Customer Charter and we as a company expect to be assessed and measured against these each and every project we undertake. These standards represent a firm commitment and duty of care from the company to our customers and provide reassurance and accountability in these challenging times.

FRAMEWORK

1. We will always strive to ensure that all work by **Logan Roofing and Building** is carried out to the highest possible standard of excellence and care representing full value for money and making sure we match the reality to the customer promise.
2. We will provide regular updates to our customers on work being carried out to ensure it is being delivered to the required specifications and within the timescale's and agreed price.
3. We will always keep our promise to our customers regarding quality of the work we carry out by ensuring any defects caused by faulty workmanship are corrected immediately, without quibble and to our normal high standard of craftsmanship.
4. We will look to employ local tradesmen wherever possible and ensure they are fully vetted and trained to deliver work to a high specification on each project. The company will provide regular coaching and mentoring sessions as part of the ongoing development of the workforce.
5. We are committed to maintaining the highest possible Health and Safety standards within the workplace. In line with the core values of the company we also employ safety consultants to carry rigorous internal audits on site and ensure all employees and contractors are kept fully informed and of their overall duties and responsibilities.
6. We are fully committed to investigating and if necessary escalating any complaint made against the company in whatever form. We will ensure the appropriate action is taken in order to minimise any impact on our customer or potential damage to company reputation.
7. We understand that our climate is changing and environment issues are now an ever increasing problem and that there is responsibility to provide a service that customers can depend on in times of need. We therefore ensure that we run a 24 Hour Emergency call out cover as standard to assess any damage caused by storms and provide protection and safety to the property until the appropriate restoration work can be carried out. This service has proved particularly invaluable to the elderly and vulnerable customers who find themselves needing our help and support often at a time of great stress and anxiety.
8. We take our environmental responsibilities as a company extremely seriously and ensure all employees or people working on our behalf fully comply with all current legislation and regulations. This applies to the use, storage and safe removal of any waste matter, chemicals or other hazardous materials in use during business activities. All employees will ensure adequate prevention and mitigation controls are in place and any breaches are reported immediately and dealt with in the appropriate manner.

PORTFOLIO OF SERVICES WE OFFER OUR CUSTOMERS

At **Logan Roofing and Building** we are rightly proud of the suit of services we can provide to our customers and have designed an official website packed with useful information on the work we do, contact details etc. We can be found on www.loganroofingandbuilding.co.uk/services

As a useful visual aid to our customers we have also included on the website photographic evidence of some of the varied projects we have undertaken and a portfolio of the range and type of work we do including :-

**Slating /Tiling /Felting Roofs/Flatroofs Systems (Bitumen Felt,
Lead & Liquid Plastics)**

Joinery/Plaster work & Interior Decorating

Pointing - Gutters - Chimneys - External Painting

Harling /Plasterwork/Stonework

Chimney Stack Rebuild & Repairs

Brick Work

Wet & Dry Rot

Plumbing

24 Hour Emergency Storm Damage Cover

Industrial Roofing and repair work

Remember please visit our official website for a more comprehensive listing or contact us direct on -

Landline: **01875 619 706**

Mobile: **07849 548 846**

You can also contact us by simply completing details on our website if you would prefer and we will get back to ASAP to discuss the matter and arrange a visit to the property.

Details Required

Name:

EEmail:

Phone Number: **contact number including mobile**

Message: Supply details of the type of work you would like carried out to the property and any other relevant information helpful to the project including any potential Health and Safety issues. This information will help us avoid any unnecessary delays in assessing the scope of the work needing to be done at the property.

SERVICE LEVEL AGREEMENT

To support and underpin our **Customer Charter** we have set out a number of minimum service level standards that must be adhered to as part of our ongoing strategy for the company. It is critical to our future success that everyone either employed by the company or who are doing work under our instruction continue to maintain and deliver the same high service standards.

Minimum Standards expected are -

- To carry out a full review of work and cost related to each project including discussions with the customer and risk assessment prior to starting the job. This will ensure expectations are managed at the very start of the project and all the set objectives achieved.
- To be presentable in appearance at all times when carrying out any work on behalf of the company. This includes any contractors, specialists working on behalf of **Logan Roofing and Building**.
- To treat all our customers, other residents of the property and the general public with courtesy and respect without exception. There will be zero tolerance by the company to any individual who fails to comply with the minimum standards expected when representing **Logan Roofing and Building**.
- To secure and make safe all equipment and materials left at the property until completion of the project including any waste matter. There will be no exceptions or compromises to potential health and safety issues as the company is fully aware they have a duty of care to both its customers and employees at all times.
- To maintain excellent timekeeping standards in line with the customers expectations for delivery of the project. Any potential barriers that may impact agreed timescale's will be reviewed and solutions found to limit any potential damage to company reputation.
- To ensure all pricing of projects is handled and signed off by the managing director of the company as standard in order to achieve a totally transparent and consistent level of service on each and every project.
- To carry out a full review of a project once completed to ensure customer completely satisfied and all objectives and deliverables have been met. The company recognises that any company are only as good as its last job and **Logan Roofing and Building** consider feedback from its customers as vital in ensuring it remains competitive now and in the future.

Our Core Values and what we stand for as a company are we believe best demonstrated by the following -

HARD WORK - always to do what we say and say what we do

VALUE - always offer a value for money service to all our customers no matter how big or small the project.

DEDICATION - always aim to complete any work within agreed timescale's and price.

PRIDE - produce work of the highest standard and craftsmanship without exception on each project we undertake.

RESILIENCE - strive to overcome any barriers in order to achieve our set goal and objectives

HONESTY - integrity and transparency in all our discussions in order to deliver our strategy for the company

VISION - building for the future of our customers and local communities