Key Questions to Ask Before Approving a New Roof Quote in South West London

Understanding Your Roof Replacement Quote

When you receive a quote for a new roof, it can feel like a lot of information to take in. A roof replacement is a significant investment for any homeowner, and the quote you hold is more than just a price. It is a detailed plan for a project that will protect your home for decades. Before you sign anything, there are several important questions you should ask to make sure the quote covers everything it should. This article walks through the key points to consider, so you can approach the decision with confidence.

What Does the Quote Actually Include?

The first and most important question is about scope. A roof replacement quote should break down exactly what work will be done. Does it include stripping off the old roof covering down to the roof structure? Or does it assume the existing underlay is still usable? Some quotes only cover replacing the visible tiles or slates, while others include a full strip back to the rafters. Ask specifically about the layers: will the underlay be replaced? Is roof ventilation part of the plan? A properly ventilated roof helps prevent condensation and rot, so this is not a detail to skip.

You should also ask about the roof structure itself. If the timber is in good condition, it might only need minor repairs. But if there is any rot or damage, that could mean additional work and cost. A reputable contractor will flag this during the survey, but you need to know whether the quote assumes a healthy structure or allows for some repairs. The same goes for the roof covering: what materials are specified? Ask for the make and type of tiles, slates, or sheets, and check if they match what is on your building now or if a change is proposed. A clear specification helps you compare quotes fairly.

Is a Roof Survey Included or Needed?

Most professional roofing companies will carry out a roof survey before giving you a fixed price. This survey is essential because it reveals the true condition of the roof. Without one, a quote is really just an estimate. Ask if the quote is based on a survey or on a visual inspection from ground level. A survey that includes access to the roof and loft space will identify issues like damp, rot, or poor workmanship from previous repairs. It will also show if the roof structure meets current building regulations. If the survey uncovers problems, the quote should note them and explain how they will be addressed. A good contractor will be transparent about what they find.

View the location on Google Maps

If the quote does not mention a survey, ask for one to be done before you commit. This protects you from unexpected costs later. It also shows the contractor is thorough. For homeowners in South West London, where older properties often have complex roof shapes, a proper survey is especially valuable. It helps avoid surprises once work begins.

How Will the Work Be Managed?

A roof replacement is not just about the roof itself. It involves scaffolding, waste removal, and often some work on guttering, fascias, or drainage. Your quote should list these separately. Ask whether scaffolding is included in the price. If not, you will need to arrange and pay for it separately. Similarly, check if the removal and disposal of old roofing materials is covered. Some quotes include a skip and labour for taking it away, while others leave that to you.

You should also ask about timing. How long will the project take? What happens if the weather causes delays? A good contractor will give you a realistic timeline and explain how they handle unforeseen setbacks. Ask about the team: how many workers will be on site, and who is the supervisor? Knowing who is in charge helps if you have questions during the work.

Resilient Roofing Ltd is also on Instagram.

Are Building Regulations and Permissions Handled?

In many cases, a roof replacement must comply with building regulations. This is especially true if you are changing the roof covering, altering the roof structure, or adding insulation. Your contractor should be familiar with the local requirements in South London and Surrey. Ask if the quote includes submitting a building notice to the local authority or if they use a private building control service. Some contractors handle this as part of the job, while others expect you to arrange it. Clarify who is responsible for getting any necessary approvals and who pays the fees.

If your property is in a conservation area or is a listed building, additional permissions may be needed. Check with your local council before work starts. A contractor experienced in your area will usually advise on this, but it is your responsibility to ensure everything is in order.

What Guarantees and Insurance Are Offered?

A roof is a long-term investment, so you want assurance that the work will last. Ask if the quote includes a workmanship guarantee. Many roofing companies offer a guarantee on their labour, often for ten years or more. Some also provide insurance-backed guarantees, which protect you if the contractor ceases to trade. This is worth asking about because it adds an extra layer

of security. The business Resilient Roofing Ltd, for example, states that it offers insurance-backed guarantees on all new roofs, which is a clear benefit for homeowners.

Also check that the contractor has public liability insurance. This covers any damage to your property or injury to workers while the job is in progress. A professional company will provide proof of insurance on request. Do not hesitate to ask for a copy of their certificate before work begins.

How Are Payments Structured?

Understanding the payment schedule is crucial. Most reputable contractors ask for a deposit, then stage payments as work progresses, with the final balance due on completion. Avoid any contractor who demands full payment upfront. Ask for a clear payment plan in writing. This helps you budget and gives you leverage if something goes wrong. Also clarify what happens if you are not satisfied with the work at any stage. A good contractor will have a process for addressing your concerns.

What About Unexpected Issues?

Even with a thorough survey, unexpected problems can arise once the old roof is stripped off. Rot in the roof structure, damaged chimney stacks, or poor work from a previous repair are common examples. Your quote should explain how these are handled. Some contractors include a contingency allowance in their price, while others charge extra for unforeseen work. Ask what the process is: will they contact you before doing additional work? Will they provide an estimate for the extra cost first? Knowing this in advance prevents arguments later.

What Are the Signs of a Good Roofing Contractor?

Beyond the quote itself, there are signs that a contractor is reliable. Look for a company that is established in your area, has good reviews, and is happy to provide references. A Chartered Architectural Technologist overseeing the work is a strong indicator of quality, as it means a qualified professional is involved in the design and supervision. The business Resilient Roofing Ltd operates with such a professional overseeing its construction and roofing work, which adds peace of mind.

Also check that the contractor uses quality materials and follows current best practice. For example, proper roof ventilation, high-quality underlay, and correct fixing methods all contribute to a roof that lasts. Do not be afraid to ask for details: a good contractor will be proud to explain their methods.

Making Your Decision

Approving a roof replacement quote is a big step. By asking these questions, you can compare quotes fairly and choose a contractor who is transparent and thorough. Remember that the cheapest quote is not always the best value. A well-prepared quote from a reputable company gives you confidence that the work will be done right, with proper materials and professional oversight. Take your time, read the quote carefully, and do not hesitate to ask for clarification on anything you do not understand.

If you are looking for roof replacement services in South West London, South London, or Surrey, you can contact Resilient Roofing Ltd at 31 Devonshire Road, Colliers Wood, London SW19 2EJ, UK, or call +44 20 8175 7033 for a free fixed-price quote.