

# M.H. Building and Roofing Ltd.

Loft Conversion & House Extension Specialists

☎ 0121 574 4230

📱 07731 828 823

## Why choose M H Building & Roofing Ltd.?

### 8 Key benefits to our customers are;

1. **Booking Fee:** we only require a £200 non-refundable Booking Fee to secure your diary slot.
2. **Start dates:** we provide a **Guaranteed** exact week commencing date that we will start.
3. **Clarity:** The process – we offer a free no obligation quotation, visit all potential customers during which we provide referrals to other **high quality services** eg. kitchen fitter, plumbers, architects, etc. even if you don't choose us as your builder.
4. **Great communication;** we believe in happy customers so...
  - **Talking:** we talk through the job with you from start to finish i.e. this is what we are going to do.
  - **Email:** a working schedule that includes a progression plan, a staged build report, and payment plan.
  - **Updates:** by providing a weekly progression report either by telephone or face to face meeting; we give honest answers to any questions (even if it's not what you want to hear) eg. **Q:** Is this going to be stressful? **A:** Yes it will but **we will carry as much of the stress as possible.**
5. **Reassurance:** you need to know we are reputable (i.e. not dodgy), knowledgeable & have strong references from others within the industry eg. building inspectors, trade suppliers, etc. We also **offer you** the an **invitation to visit an existing job** at 4-5 weeks so that you can see work in progress and **speak to an existing/current customer.**
6. **Reliability:** where ever possible, most jobs are completed within the promised time frame. Our customers can testify to this. (Please ask for our customer reviews)
7. **Resolving Issues:** if problems occur (and sometimes they do) we will deal with them as much as possible eg. delivery problem/delay – we will go the extra mile & collect materials so it doesn't become an issue or delay the project.
8. **Keeping it Simple: Drawings** – if drawings are available we will provide a clear ballpark price for the job. We then recommend name the name of an architect who will do a **mock up for free** and only charges for finished drawings eg. technically correct for a planning application. If there are completed drawings, we will quote "as per drawings" (meaning if ground conditions are not ideal when we start we may need a 'wrap system' of footings for instance). We will be **honest and up front** about this **as there can be additional costs** (architects drawings often don't reflect this).

Why not give Martin a call on 07731 828 823 **to see how we can help** or **visit our website** to read **Reviews** or view **examples of our work** at [www.mhbuildingandroofingltd.com](http://www.mhbuildingandroofingltd.com)