

# Maintenance Questionnaire



Dear Customer,

Prior to us carrying out any maintenance work on your site we need to gather as much factual information as possible. This will help minimise the number of unexpected and costly problems on site as well as any delays.

If you are unable to provide the necessary information, we can organise a site visit/survey. This however will be a chargeable visit and you will receive a report after the visit. Please let us know if you would prefer this option.

Pricing for maintenance will be based upon the information that you have provided on this questionnaire. Therefore, we would like to draw your attention to the following:

*Any additional work due to unforeseen circumstances or lack of information provided, will be charged at a minimum of £30.00 per hour for labour, plus the cost of any extra plant equipment that is required.*

All work carried out by the House of Flags maintenance team will be planned in normal working hours, 8:00am – 5:00pm, Monday to Friday, if you require any other day or time please stipulate here:

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## Questionnaire Sections:

Section 1 – Product to be maintained, Roof Mounted Flagpoles

Section 2 – Installation site details and address

Section 3 – Photographs Required

*It is key that section 2 and 3 are completed in full.*

## Section 1

1) Number of flagpoles requiring maintenance? .....

2) Length of flagpole(s) in meters:

- 3 meters
- 4 meters
- 6 meters

If another length, please specify here: .....

3) What material is the flagpole made from?

- Wood
- Aluminium
- GRP

4) Does the flagpole have any additional fittings which may need replacing :

- Finials - please include colour
- Truckhead – please include colour
- Banner arms – light weight / heavy weight

5) What type of base does the flagpole have? I.e hinged base plate,, set in soil/concrete?

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6) Does the flagpole have an internal or external halyard system? :

- Internal
- External

7) Is the halyard still on the pole? :

- Yes
- No
- Broken/Snapped

8) What type of system is the halyard using? :

- Internal Lock
- Cleat
- Winch System

9) Please describe the access to the flagpole (eg does it involve lifts, ladders or crawling through loft space etc)

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10) Please describe the roof where the flagpole is installed.

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11) Can the flagpole(s) be lowered (eg does it have a hinged base plate?)

- Yes *(If yes, please move onto section 2 of the questionnaire)*
- No

*If the flagpole cannot be lowered a cherry picker will be required to carry out the maintenance.  
If you are unsure please provide photos of the flagpole base.*

12) Does the flagpole have any specific problems that you are aware of?

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## Section 2

*Please complete this section in full*

1) What is your full address including the post-code of where the work is to be carried out?

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2) What is the name of the site contact?

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3) What is their contact phone number?

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4) Does the site have parking for a long wheel base 6m long van?

- Yes
- No

## Section 3

*Please complete this section in full – we need the images to enable us to give a comprehensive quote.*

Please provide the following photographs:

Photographs of the area where the pole is

Photographs of surrounding areas (i.e pathways, roads, any other obstructions) close up and at a distance.

Photographs of lock type, base of pole and hinge if there is one.

# Maintenance Questionnaire

The logo for HOUSE of FLAGS is a green speech bubble with a white outline, containing the text "HOUSE of FLAGS" in white, bold, uppercase letters.

HOUSE  
of FLAGS

*To help us understand your requirement fully please send us a drawing, sketch or photo of your site and the flagpoles you want to be maintained (these pictures can be emailed to us).*