

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, Wall 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) How is the flagpole displayed?

- Vertical
- Horizontal
- Angled

If it is an angled flagpole, please specify what angle the pole is from the vertical:

4) What material is the flagpole made from?

- Wood
- Aluminium
- GRP

5) 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
- Cleats

6) What type of bracket does the flagpole have? Please include an image.

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7) Is the halyard still on the pole? :

- Yes
- No
- Broken/Snapped

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

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9) What height above the ground (in meters) is your flagpole(s) display at?

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10) Suitability of the site for using a Vehicle Mounted Platform (Cherry Picker). 6 sqm area required.

a. Is the flagpole(s) accessible by private land (eg car park)?

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

b. Is the flagpole(s) accessible from a public highway?

- Yes
- No

c. Is the flagpole(s) 6 meters or less from the curb side?

- Yes
- No



d. Does the highway have any parking restrictions (eg double yellow lines)?

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e. If a cherry picker/lift was parked on the road, would it block traffic?

- Yes
- No

Please provide details of the Local Authority responsible for the public highway:

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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?

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.