



CUSTOMER CHARTER

- 1.To comply with all laws, statutory regulations, and Building Regulations at all times
- 2.To maintain adequate employers, public liability and, where appropriate, professional indemnity insurance throughout the course of the project
- 3.To respect the homeowner's privacy and take all steps to ensure the security of their home and a safe working environment
- 4.To ensure that all work is started and completed on the agreed dates and that any unavoidable changes are clearly communicated to the homeowner
- 5.To arrive at the agreed time for appointments with the homeowner and to give advance warning of any unavoidable delay
- 6.To ensure that all work is completed to pre-defined specifications and budgets as defined in the agreed contract. All changes must be communicated and agreed with the homeowner prior to proceeding
- 7.To ensure that all works are completed to the highest possible standards and that all guaranteed elements of work are agreed
- 8.To leave all areas clean and tidy at the end of the day, and to remove all rubbish upon completing the project
- 9.To ensure that all colleagues and sub-contractors meet these standards at all times