

Pro-Heat Plumbing & Heating Ltd

How to get the most out of working with us

Thank you for asking us to quote for your plumbing work. Before you ask us to go ahead, however, there are a few important things we'd like to explain in relation to how we work with our clients.

How we will help you:

- **We pride ourselves in providing a quality service.**

Therefore, we will:

- Carry out your work using all reasonable care and skill;
- Put right any faults that we've caused, as long as you tell us about them within 12 months of us completing the work and have paid our invoice(s) in full
- Provide you with any relevant information we have if you need to make a claim under the manufacturer's warranty for any equipment we've supplied to you as part of your job. Please note though, that all products issued with warranties or guarantees must be serviced annually by a fully qualified engineer* and recorded in the Benchmark section of the owners' handbook or a service record produced. Further, you will need to produce this record in order to make a valid claim – so make sure that you keep this documentation safe.

(*If we install your Worcester Bosch boiler and then service it every year from the date of its installation, we will extend your manufacturer's warranty by 2 years – to a total of 10 years!)

- **Working Hours and Scheduling**

Unless otherwise agreed in writing, our standard working hours are 0800 to 1700, Monday to Friday – excluding public holidays and breaks are taken at convenient times and administered by the senior engineer on site. Where it would be advantageous to you for us to work beyond 1700 on a specific day in order to complete the work, we will make every reasonable effort to do so provided we are given adequate notice. Please discuss this with us as early as possible on the day in question at the latest.

For long term and staged projects, where no program of works is available, whilst we can't guarantee being able to attend site on your preferred dates, we will make every reasonable effort to accommodate your requests – bearing in mind our commitments to our other clients.

- **Accessing your pipes**

It is important that the area we need to work in is cleared before we arrive – to save us time, and hence your money. Accordingly, if we need to access pipes that are located behind built-in units or appliances in your property, or if we need to work in your airing or under-sink cupboard, then unless we say otherwise on our quote, we will expect you to ensure that the units/appliances are moved, and the cupboards emptied.

If you are not able to do this yourself, please let us know before accepting this quote so we can provide you with a separate quote for clearing the area – as this will probably work out cheaper than if we arrive on site and find that we have to delay starting work because you haven't prepared the area.

If we carry out any space-clearing works for you, we'll obviously try not to damage your units, appliances or other possessions during their removal and replacement, but please note that damage can occur during this process, and we can't be held liable for the costs of any such damage, unless we were negligent.

Where pipes are hidden under the floor, we'll always try to remove your existing floor coverings without damaging them, and we'll relay your floorboards and put your floor covering back in place when we've finished. However, if your flooring needs to be professionally re-laid, this will be at your own cost.

- **Tiling and Décor**

If we need to remove tiling, we'll check with you how many spare tiles you have. You must understand, however, that removing even a single tile can often cause damage to other tiles around it. Accordingly, we will only undertake work on removing existing tiling entirely at your risk.

We are specialists at what we do – plumbing. We therefore don't claim any expertise in, or offer, other services such as plastering, joinery, electrical work, decorating or tiling. Accordingly, we will discuss with you what other tradespeople you may need to contact to carry out any such additional work.

Sometimes, we do what is called a 'first fix', but then can't finalise our part of the job until other tradespeople have done their work. In this situation, we will arrange a date to return to finish our part of the project as soon as you are able to confirm to us that all the other required work has been satisfactorily completed. If we arrive on site to find that this is not the case, however, then we regret that additional fees, for the wasted visit, will be incurred.

- **Dust, mess and waste**

We always use dust sheets and/or temporary protective sheeting where required to cover carpets and items in the immediate area of our works. We always tidy up after ourselves in the area we've been working and, unless your quote says otherwise, we'll remove all our trade waste from your premises at the end of each day and dispose of it safely. (Unless previously agreed in writing, all such materials removed from your site will belong to us from the time of removal.)

Despite taking the above measures to protect your property, you should expect some more dust to settle later, or to have spread to unprotected areas. Accordingly, it is your responsibility to cover or remove any sensitive equipment and other items which you feel will not be adequately protected by our sheeting.

How You Can Help Us:

- **Provide us with the access to your property that we need – when we need it**

We need to have unobstructed, safe access to the areas where we'll be working, both on the agreed date and time for starting your work, and throughout the period of your job.

So, if you're having other work done that needs finishing first, please double-check that this will be completed in good time.

Also, if you won't be at home on any of the days that we're scheduled to work at your property, please arrange for someone else to let us in. Alternatively, you can provide us with keys and the code for any relevant burglar alarms, so we can access your property ourselves if you're happy for us to work in your home when you're not there. If you'd like to do this, we suggest you set up a new alarm code just for us. (You can trust us to lock up and set your alarm whenever we leave it unattended. However, please note that we can't take any further responsibility for your home's security, either when we're working on the premises or when we're away from the property.)

Please note that if we can't access your property at the scheduled time(s), this could delay your job and incur extra costs.

- **Moving furniture and emptying cupboards**

Unless previously agreed in writing, we cannot move furniture for you – e.g. to allow us to lift floorboards to access pipes. You must arrange for all items to be moved which would prevent us from doing our work or which might be at risk of being damaged by our work or by the removal of any other items. We will not be responsible for any items which are damaged as a result of not being moved.

Also, you must ensure that any cupboards or other areas we need access to are emptied – both to ensure that we can carry out our work, and also to prevent damage to your property.

- **If you will be buying any of the materials we will be using – take care**

We have the knowledge and experience to make sure the right product is used for each part of your job – and as we have a number of trade discounts in place with leading suppliers, we might also be able to save you money. We have also been able to negotiate extended warranties with some of our suppliers – up to 10 years on Worcester Bosch boilers – and these extended warranties will not be available to you if you purchase directly. (Note: We are only able to extend the warranty if we service the boiler each year after we've installed it!)

There are lots of safety and legal standards which apply to the materials which should be used in certain situations. Also, not all materials are suitable for all environments – e.g. outside, or where water vapour is present, or where size, weight or access is a relevant consideration.

To avoid delays, and therefore extra costs, it's important that appropriate materials are available and ready for use when we start work. Accordingly, why not let us source your materials for you?

(Please note that we can't offer any warranty in relation to materials you buy yourself. And if we need to carry out extra work because they're defective or not fit for purpose, this will therefore incur additional costs.)

- **Look after any materials we buy for you**

When we buy materials on your behalf, you'll become responsible for them as soon as they're delivered to your property, so we strongly recommend that you take appropriate precautions to stop them being lost or damaged.

Despite this transfer of risk, we'll still retain ownership of the materials until you've paid us for all the work included in the relevant quote and any amendments to it. This means that you authorise us to enter your property at any reasonable time and remove any materials that you have been invoiced for but haven't paid for in full – whether they have already been installed or not.

- **Please tell us in advance...**

...About any other recent work that you've had done at your property and if there were any problems with the systems we'll be working on. For example, if we're fitting new radiators, please tell us if you've had your boiler repaired recently, or a new one fitted.

In particular, if we're working on your central heating system, you must let us know if you have a heated towel rail. This is so we can switch it off if we need to drain the system, so the element doesn't burn out.

Also, please provide us with all the relevant information we ask for – and if you don't know, don't guess. If we investigate a problem based upon information you've given us, and this turns out to be incorrect, it is likely that we will both become frustrated and the resolution of your problem will be delayed. For example, if you have a problem with your central heating system and tell us that it has been recently power-flushed, we will look elsewhere for a fault. If we then discover that no power flush has taken place, however, and that this was all that was needed to solve the problem, both your and our time will have been wasted. In such a case, we will be entitled to invoice you for our wasted time.

- **Boiler faults – bear with us**

Boiler faults can be tricky to diagnose – which is why, unless the work is covered by a warranty, we charge for this by the hour (as well as for the parts) rather than giving a fixed quote up front.

Sometimes, there are even multiple faults with a boiler, which means that we fix an obvious one only to find that the boiler still doesn't work. This means that we may have to investigate more than one potential solution before solving your problem. However, we will keep you apprised of progress throughout to ensure that you always know what costs you are incurring and what options are available to you. One thing you can be sure of though, is that if it can be fixed, we can do it!

- **Underfloor heating**

Where LowPro 10 (or equivalent) underfloor heating is to be laid, you must ensure that floor areas are prepared as flat and level as possible to ensure the quality of the final finish and to avoid potential damage to the flooring or heating boards.

(Please also see the 'Varying the work – your choice' section below.)

- **Ground works**

We cannot carry out any ground/civil works (such as underground ducting or hard standing) that may be necessary to complete your project. This will be your responsibility. If in doubt about what is included, please check with us before accepting our quote.

Variations and Re-Scheduling

- **Delays and rescheduling**

Delays are annoying. However, whilst we obviously try to avoid them, sometimes we simply have to re-schedule jobs. This could be because another customer has an emergency that needs our immediate attention, or because our suppliers fail to deliver the parts or equipment that we need to complete the work. Whatever the cause, if we do need to delay or reschedule your job, we'll always let you know as soon as we can and either resume the work or schedule a new start date as soon as possible. If it becomes apparent that any work is likely to take significantly longer than planned, we will make every effort to complete it with as little disruption for you as possible.

We pride ourselves on our willingness to provide a flexible service, so if you have a problem that was genuinely unforeseeable and that means you need to re-schedule your job, then if you let us know, we'll do our best to accommodate you. However, please bear in mind that our work is planned some time in advance, and that some of our other jobs will be time critical. Given this, and the fact that we don't want to mess any of our clients around, if you do need to reschedule, we hope you will appreciate that you may have to wait a little while for the next available slot in our diaries. Requests for re-scheduling service or breakdown appointments made less than 24 hours before the appointment is due (or after 4.00pm on the Friday before a Monday visit) will incur an administrative charge of £40.00 inc VAT *. For installation work, unless the request is received within 3 hours of the scheduled appointment, we will be entitled to treat as your cancellation of the job and retain any deposit paid. We may also make a claim for any additional lost profit we suffer as a result.

Neither of us will be entitled to make any claim against the other for delays caused by the other party which are due to emergencies or other matters beyond their reasonable control.

*All cases are reviewed individually, and any action taken is at our discretion.

- **Varying the work – your choice**

If you want to extend your job once we've started work, we'll always try to accommodate your new requirements. For example, if you're having a new boiler fitted, you might decide to have new radiators, too. We'll always be happy to provide a competitive quote for any extra work that you'd like us to do, and will also discuss with you when this additional work can be carried out and what effect (if any) it will have on the projected completion date for the remainder of the work. You will then be able to choose whether to accept the additional quote of carry on as previously agreed.

If you decide you want different materials from the ones we've ordered, for example a heated towel rail instead of a radiator in your bathroom, we'll try to cancel or return your original order. However, this won't always be possible, especially if your materials have been specially made to order. Please also note that some merchants charge a restocking fee, usually 25% for returned materials, and that if this is the case, we'll only be able to adjust your final invoice to reflect the refund, if any, that we've actually been able to obtain.

Where we are laying underfloor heating pipework for you, this will be done to the supplier's design drawing, which will in turn have been created from the plans supplied to them by you. If any changes need to be made to this layout – either at your request or because of an error in the plans you supplied - then this may incur additional costs in respect of labour and materials. As always, we will not incur any additional costs on your behalf without advising you and obtaining your prior agreement. However, if you do not accept our recommendations, we may not be able to complete the work at all or in the manner originally anticipated – but our fees will still be payable in full.

Once our quote has been accepted, neither of us will be entitled to cancel the work without the consent of the other – except in circumstances where you have a statutory right to cancel as a consumer.

- **Pipe, cable and drain routes**

In quoting for your job, we will have made certain assumptions about the routes of pipes, cables and drains on your property, based on our experience and the information you gave us. For new-builds or extensions, we'll also have assumed that we'll be laying pipes and cables before the walls are plastered or the floor coverings are laid.

However, without carrying out a detailed survey, which could be expensive and could also damage your property, we won't know how accurate some of our assumptions are until we start work. If we later find that our assumptions were wrong, we may need to carry out extra work to complete your job. (We may also find out that extra work is required for other

reasons, such as finding out that the problem is different or larger than originally thought, so that different or additional works or parts are needed for us to complete the job.)

If we find that extra work is required, we'll always discuss this with you and clearly explain any additional costs before going ahead. If you then want us to proceed, our original quote will be increased accordingly. However, if you don't want us to proceed, that's absolutely fine. We'll then make sure the area's safe and only charge you for the work we've done to date, plus the cost of any materials we've ordered for you that we can't obtain a full refund for.

- **Unexpected issues arising in your absence**

If we discover that additional work, which we could not have anticipated at the time of giving the quote, is required in order to complete your job, we will always try to contact you to discuss this and obtain your instructions. However, if we cannot get in touch with you – or any alternative contact you have given us – and if delaying the work would result in greater cost to you than simply carrying out the additional work, we would normally do so, and invoice you for the extra work at our standard hourly rate plus the cost of any materials involved.

If you would prefer us not to proceed as indicated above, please let us know when accepting your quote.

Utilities and Safety

- **Your power supply**

If we need to turn off your electricity supply at any point, we'll always tell you about this in advance. It will then be your responsibility to make sure that any computers and other sensitive equipment are switched off beforehand, to avoid any damage or loss of data.

- **Gas supply**

If you or your tenant "pay as you go" for the gas at the property we will be working at, we may be unable to complete the agreed work if there is insufficient gas credit available to us for testing. In this situation, you will still have to pay for the wasted visit.

- **Your safety**

The safety of you and others living or working at your property is of paramount importance. So, if we come across any unsafe equipment or systems in your property, we'll need to take action straightaway. This is especially important for gas appliances, as we're obliged to comply with the Gas Supply (Installation & Use) Regulations 1998.

Usually, your unsafe appliance will be turned off or disconnected from the mains to make it safe until it can be repaired or replaced – but if for any reason we can't do this, we are obliged to report the fault to the relevant authorities.

If we can carry out any necessary repair or replacement ourselves, we'll be happy to provide a competitive quote for you. Otherwise, you will have to arrange this yourself.

- **Our safety**

Please note that if we find an unsafe appliance, we may need to stop work on your original job immediately. If so, we'll only be able to resume the work when your appliance has been replaced or repaired to our satisfaction.

If we discover any asbestos in your property, we'll have to stop work until all the asbestos has been professionally and safely removed in line with current legal requirements. We'll be happy to arrange this for you and can obtain quotes from one or more reputable suppliers.

If you think we've got something wrong

We're very proud of our reputation, and as indicated above, all our workmanship is guaranteed for 12 months from the date we carry out the work.

In addition to being experienced plumbers and heating engineers, we're also confident that our personnel are polite, considerate and trustworthy.

However, if you have a complaint or think we've got something wrong, let us know immediately so that we can investigate it for you and get to the bottom of the problem as soon as we can. It's not always practical to properly investigate a complaint or establish what has happened 'after the fact' or once the contract has been completed, so don't wait.

Not everything that can go wrong is our fault though. So, if, following investigation, we can't find a fault, or discover that the fault hasn't been caused by either our workmanship or the materials that we've used, or relates to work that we carried out more than 12 months before – then we'll be entitled to charge you at our standard rates for the time we've spent investigating the matter.

Complaints

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Finally, please note that we will not investigate any complaint unless you have paid all fees which we have properly invoiced to you.

Please note that, if you are a consumer and your contract was completed by electronic means, you have the right to have any dispute dealt with via the ODR platform <http://ec.europa.eu/consumers/odr/>. However, this will not prevent either party from referring the matter to the English Courts.