

<p>WATKINS POLICY</p> <p>W-06</p>	 <ul style="list-style-type: none"> ▣ mechanical ▣ electrical ▣ plumbing
<p>CUSTOMER CARE CHARTER</p>	

THIS CHARTER

This charter is intended to inform you about the standards we aim to reach when rectifying defects during our defects liability period. It outlines what service you can expect from us and our commitment to you.

OUR STANDARDS

- We will deal with you and your customers in a polite, professional & courteous manner.
- We will respond quickly and efficiently in a clear manner to all enquiries.
- We will provide clear, accurate and up to date information when requested.
- We will let you know if we are unable to deliver a service and suggest alternative providers.
- We encourage feedback and take account of comments made in order to improve our service delivery.

OFFICE RESPONSE TIMES

- We will process all calls/emails the same day if received before 4pm; otherwise they will be answered next day.
- We will provide individual update requests the same day if received before 2pm. We will return your call if requested to do so within 1 Hour.
- For Emergency and Urgent works the customer will be contacted immediately to arrange access. For Non-Urgent works the customers will first be contacted within 24 Hours.
- We will contact the customer by telephone, using the number provided, to book an appointment and if there is no answer we will leave a detailed message. We will do this twice and then inform you by email that we have made two unsuccessful attempts to make an appointment. It will then be up to you as to how you would like us to proceed.
- Chargeable visits to properties will only be undertaken upon receipt of a written instruction to guarantee payment. All invoices will be submitted for payment within 7 days and will be due for payment within 14 days.

ENGINEER RESPONSE TIMES

- **Category 1 Emergency - 4 Hours from notification**
- **Category 2 Urgent - 24 Hours from notification**
- **Category 3 Non-Urgent works to be attended within 7 working days and completed within 28 working days if for example parts are needed.**

Where heating cannot be re-instated during winter months, or in special cases, an alternative form of heating shall be organised within 24 Hours.

All engineers will call the customer or the person providing access ahead of their arrival to confirm what time they will be there. All engineers carry ID cards and will show them before requesting access. Engineers will always use dust sheets and protective shoe covers.

Engineers will update the office via their PDA once the job is complete, this will be processed the following day and you will then receive an email update from the previous day's visit.

Category 1 Emergency Cover will be provided 24 Hours per day, 365 Days per year.

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DEFINITIONS

Our installation is covered by warranty from faults arising through faulty workmanship and defective materials. This period will be 24 months from the date of commissioning where NHBC rules apply and 12 months in all other cases.

This warranty does not relieve the householder of normal maintenance responsibilities, or the need to do normal servicing & repairs.

Examples of exclusions from this warranty are:

- Blocked Wastes & Drains Venting Radiators Re-pressurising heating systems
- Customer Education Damage by Occupiers Alterations made by the Homeowner
- Defects due to lack of servicing in accordance with the Manufacturer's recommendations will be excluded.

CATEGORY 1 - EMERGENCY

What is an emergency?

A real emergency is one that poses an immediate threat to your life and property, such as, an uncontrolled escape of gas or water.

Examples of this would be: A smell of Gas Burst water pipes CO Alarm Sounding

CATEGORY 2 - URGENT

What is urgent?

Urgent works would include total loss of an essential service within your property or a serious leak.

Examples of this would be: No Heating/ Hot Water (Oct - Apr) Sole WC Inoperable Radiator Leaking

CATEGORY 3 - NON-URGENT

What is non-urgent?

Non-Urgent works would include all other defects not covered above. If materials are required it could take up to 28 days.

Examples of this would be: Smells/Cosmetic Issues Solar Problems Guttering/Water Butts

We will meet our responsibilities to you within a reasonable time unless it becomes impossible because of circumstance outside our control e.g. in cases of extreme weather and times of exceptional demand. If we cannot meet our responsibilities, we will let you know as soon as possible confirming the reasons why we cannot meet our responsibilities. We will also give you another time when we expect we can meet our responsibilities.

8am to 5pm 01843 852277 Out of Hours 01843 852277

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