

D.G.Building (EAST CAMBS) LTD

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08/01/2017

Re: Repairs/maintenance works schedule

Dear sir/madam,

Thank you for inviting us to respond to your repair or maintenance issue.

Please find below our standard terms of business for repairs and maintenance work.

There are two sections of the form that you will need to fill out (marked *). Please print, fill and scan the form back over to us if you have the facility to do so.

Alternatively an e.mail with the relevant details in will be acceptable, but you must respond directly to the e.mail from us that has this form attached to. Please use your full name and address as the subject header for the e.mail.

Standard Repairs and maintenance schedule

- Upon receiving instruction a site visit will be made to survey the works.
- If the problem is deemed as unsafe or likely to cause further damage, a temporary repair will be carried out. Typical examples of this are to isolate the water or electric supply, or remove debris e.t.c. One hour of work is allowed for this, anything beyond that time will be charged at the standard rate.
- If the issue can be attended to on the same day we will carry out the works at the standard rate.
- If the issue cannot be attended to on the same day due to time or site restrictions, or availability of the materials required, a temporary repair will be made if necessary and a date will be arranged to come back and do the work at the standard rate.
- If the work is deemed to be more complicated than a simple repair, or special order materials are required, a temporary repair will be made if necessary and a no obligation quote will be provided for the work required. Upon acceptance of the quote a date will be arranged to come back and carry out the works for the quoted price.

Standard repairs and maintenance pricing schedule

- Site visit to inspect works and temporarily make safe if the problem is deemed a safety risk: **£75 + vat (this cost is waived if further works are carried out)**
- Identify issues and Carry out Temporary repairs until a permanent repair can be made if necessary: **£35 + at per hour plus any materials required**
- Identify issues and carry out permanent repairs on the same day if possible: **£35 + vat per hour plus any materials required**
- Any works deemed to large to carry out on the same day: **A no obligation quote will be provided for these works**

***Brief description of repair issue/maintenance works required (client to fill out this section please)**

Federation of master builders membership number: 75215
Company registration number: 08555800
Company VAT Registration Number: 987506764

Terms of business

- The work area becomes a building site for the duration of the contract. It must not be interfered with and all site health and safety rules must be adhered to. Access is for authorised persons only.
- The contractors responsibility of work and guarantees relate only to the systems and structures directly related to the work carried out, as described in the works schedule and any accompanying information sheets only.
- All materials remain the property of D.G.Building (east cambs) Ltd until full and final payment is made.
- If a start date for the works is still to be agreed, it will be agreed by both parties and entered in to the relevant section at the top of this document, prior to any work being carried out.
- Access to the site, an electricity supply and a water supply, must be available for the duration of the works. It is assumed that the existing facilities at the property can be used unless specifically requested as otherwise by the client prior to work commencing.
- The above facilities must be available for the duration of the project and are to be agreed before work commences.
- Generators and temporary site toilets can be provided at extra cost to the client if requested.
- Reasonable compromises must be accepted to allow for the smooth progress of works. Job specific assessments of any that may be required can be agreed between us and the client before work commences if requested.
- To ensure the smooth operation of works and delivery of materials, all stage payment invoices must be settled within 7 days of the date shown on them, or work may cease until payment is made.
- Any deposit payments for materials are to be accompanied by a full receipt, and the materials delivered directly to site. Those materials become the property of the client from that point.
- Only works listed in the works schedule above are included in the fixed price agreement once the contracts have been signed. Any queries, additions or retractions from the schedule must be raised and altered on the document before the contracts are exchanged.
- Contracts are to be agreed and signed before any work commences or any payments are made.
- Unless they form part of the work schedule, any planning and building regulation applications or engineer reports are the sole responsibility of the client, and must be addressed and put in place before work commences. D.G.Building (east cambs) Ltd cannot be responsible for any issues arising due to neglect in these areas.
- Any extra works requested by the client during the project, and that are not included in the schedule above, will be quoted for separately and added to the final cost. The same applies to any subsequent unforeseen works, or those requested by the building control authority that were not initially identified in any plans or specifications.
- Any works that the client may wish to be carried out by other contractors that are not employed by D.G.Building, must be organised by the client to work in around our schedule. We are happy to communicate and contact any such contractors, but neither they, nor their work, will be the responsibility of D.G.Building (east cambs) Ltd.
- It is the client's responsibility to remove any furniture, furnishings or personal items from the work area. Although every effort will be made to cover any items left in the work area, D.G.Building (East Cambs) Ltd cannot accept responsibility for loss or damage caused.
- It is not the responsibility of D.G.Building (east Cambs) Ltd to replace or repair any items of the clients or neighbouring properties or buildings which are removed damaged or affected as a direct result of the planned scope of works, unless specifically drawn in to the contracted schedule of works at the request of the client, or as part of any party wall agreement which has been bought to our attention before work commences. Any party wall agreements are to be put in place by the client, and the details made available to us before work commences.
- D.G.Building (east cambs) Ltd will not take responsibility for any materials or items supplied by third parties that are supplied damaged, missing or incompatible. D.G.Building (east cambs) Ltd also cannot take responsibility for supplier price increases after 30 days from an original quotation. Any notable increases would be added to the relevant invoice for works carried out.
- For added peace of mind, and especially on larger projects, we would strongly recommend a build assure warranty for the work. Any build assure warranties requested under the Trustmark scheme must be in place before work commences.
- In some cases we will use pictures of our work, and request references from our clients which may be given to potential clients in future. These may also be used on our website or social media. If you would not like us to do this please let us know.
- D.G.Building (east cambs) Ltd reserves the right to update the terms of business at any time without prior notification. These terms also apply to any future works carried out for the client, either as part of this contract or otherwise.

***Declaration**

Acknowledgement of terms: (this section is to be completed, or an acceptance of the terms is to be confirmed in writing via e.mail, before any work commences)

Client:

I (name)

of (address).....

Have read and agree to abide by the terms of business, payment schedule and works schedule laid out above.

Signed..... Date.....

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Our Best Quote Guaranteed:

“If our quote exceeds any like for like quotation we can review it to highlight the areas that we would be providing a better quality of service or workmanship. If we cannot do this we will match or better the price given”

Why Choose us?:.....

- ***D.G.Building has been delivering a reliable local service for over 15 years***
- ***If this quotation is of consideration to you, a full list of works references is available on request.***
- ***All work is carried out by fully qualified tradesmen, and copies of trade qualification certificates are available on request.***
- ***As a member of the government backed trustmark scheme and the Federation of Master Builders, our workmanship, business standards and codes of practice are assessed to meet the high standards and strict criteria required to qualify for their membership.***
- ***D.G.Building is covered by full public liability and employer’s liability insurance***
- ***Any plumbing, heating and electrical work is carried out by fully licensed contractors.***
- ***Upon acceptance of any quotation, full terms of business and a payment schedule are drawn up and agreed by both parties before the commencement of any work ensuring no surprises in terms of the price or quality of work.***
- ***All confirmed and contracted works are carried out with a fixed price guarantee***
- ***As a reliable building company all our work is automatically covered by our 30 day call back guarantee. (further details are available on request)***
- ***Extended independent warranties for our work are also available. Please contact us for details or visit www.fmbuildassure.co.uk for further information.***

More information can be found on our website at www.builderinely.co.uk