

tameside

POINTING



F.A.Q – Residential Customers

DUST: During the raking and mixing process there will be some dust hazards to be mindful of. We do our best to move all fragile and easily marked items of furniture etc out of harm's way before starting the works. Please be aware of any vehicles parked nearby or other delicate / decorative finished items that may need covering or moving. We always clean down with water and in most cases high pressure water.

UTILITY SUPPLY: Please ensure provision has been made for access to power and water. We carry generators on board for small to medium jobs but can only provide small amounts of intermittent supply for the team.

DEPOSITS: Deposits must be made as agreed in order for work programs to proceed. Deposits are mandatory for any works requiring: Scaffolding, Paint Stripping, K Rendering and Works with a total Job cost of £1500.00+ (or more).

PAYMENTS: Payments should be made promptly and on time as agreed, where the payment schedule designates 'payment plan' or 'installments', these must be made as agreed in order for works to continue uninterrupted. Works totaling £350.00 or less should be made in cash. We take payments in Cash or Bank Transfer, sorry but we do not accept cheque.

SCAFFOLDING: Scaffolding is provided by a specialist contractor. We always look to use our own scaffolding towers or ladders where safe to do so in order to minimise overheads and interruption but in some cases its essential for the works to be carried out safely and to a good standard, scaffold will be removed once the works are complete and kept in good order throughout the course of the works.

BAD WEATHER: In some cases, when the weather is unsuitable for works to progress, we will abandon the day's work. This helps ensure quality remains consistently high throughout.

BAD WEATHER BACKLOG: In rare cases when there has been a patch of consistently bad weather it can cause a delay in the diary with knock-on effect.

Where bookings have been made and foresight to the risk of a bad weather backlog developing, we will always look to inform of these delays as early on as possible before the works are due to start.

LATE PAYMENTS: Late payments on any stage payment or final account will incur a fee of (charge A) £25 per day or 5% of the remaining balance per day, whichever is greater. 7 Days grace from the date of significant finish and issue of invoice or achievement of criteria designating release of part payment with issue of interim is given on all stage payments and final accounts. Please note, late payment of a deposit or interim will often result in the postponing of the works until a payment bringing accounts in line with payment plan or schedule is received, this is also subject to charge A following 7 days grace from issuing of invoice or interim. Issuing date of documents will be determined by the time stamps on the emails or receipts for posted documents, all time critical paperwork posted out is delivered via Royal Mail Signed For[®].

CANCELLATIONS: Where the need to cancel is foreseen you should notify us as soon as possible. Cancellation of works that have already incurred significant overheads i.e scaffolding, purchase of perishables in relation to the works, significant administration time etc where these overheads are incurred we will provide proof of cost and look to recover the costs from the customer though sincere moderation to this will be made and no unreasonable amounts will be drawn. Cancellations made less than 7 days before works are due to start are subject to a fee of up to 12.5% of the total works cost, these fees are proportionate to the value of the works and the amount of diary slot days expected to have been taken by the works. This is to protect us from unnecessary losses in cases where the possibility of filling the slots at short notice is not expected.

Proportionate Cancellations:

Jobs with a total value of;

£900.00 - £1999.99	5%	Less Than 7 Days Notice
£2000.00 - £4999.99	10%	Less Than 14 Days Notice
£5000.00+	12.5%	Less than 21 Days Notice

*If there's anything you're unsure about,
don't hesitate to contact us.*

Thank You!