



Boiler Service

Landlords Gas Safety CP12 Certificate

call local rate:

0845 293 0778

0845 293 0981

General Information Sheet

Engineers Line: 07538219555

The following information is regarding office/work procedures and practices.

1. We try to block book jobs in the same or adjoining postcode where possible. However, it is sometimes necessary to cover a wider area but we are mindful of travelling distances and if you are willing to travel outside your normal area, we will pay a pre agreed fuel allowance.
2. All Jobs are pre-paid by the customer and initially date confirmed. If, for any reason, we have not been able to either confirm the job or have not received payment, we will remove the job from the day's schedule. You may have already received the job sheet but there is absolutely no point in engineers attending if we can't guarantee access and/or payment. When the time slot has been confirmed with the customer (usually 1 working day prior to visit) we will email your job sheets. PLEASE READ THEM CAREFULLY, they contain all the information you need. If you have any queries, please call us immediately.
3. We do, however, have a very few customers who **do not** pre-pay. These are generally older customers whom we have known for some time or businesses that operate a monthly pay run. If a job has **not** been pre-paid (this will show on your job sheet) **DO NOT LEAVE ANY CERTIFICATES**. Otherwise you can leave documents at the property. If you're unsure, please call the office.
4. It is essential you call the customer ½ to 1 hour prior to visit as it prevents you turning up to a job and finding no one at home (customers and particularly tenants have been known to forget an engineer is arriving!) It saves you time and a wasted journey. It is also a huge selling point when booking jobs because Customers know they don't have to wait in all day or can come home from work for the appointment. We suggest you call the next customer before you leave the job you are on and if you have not been able to make contact please call the office and wait to be advised.
5. Please confirm the number of job sheets you have received for that day by return, as this will show up any discrepancies and enable us to rectify the situation immediately.
6. Please contact the Office as soon as possible if you are not able to work due to sickness so we can try to reschedule/re allocate your jobs.
7. Please let us know, in advance, of any unavailability including holiday dates.
- 8 Please email your Invoice for works carried out as soon as possible. We aim to settle within 7days. Very occasionally we may make a part payment, this is due to customer funds waiting to clear through our bank and you will be notified of the date you can expect to receive the outstanding amount.
9. Please call/text the Office using the dedicated Engineers Line **07538219555** to sign off each completed job. If there are any notes or advisories relating to the job please let us know. If there are issues, resulting in you not being able to complete the job, please call us immediately. You will also be required to email a detailed report stating the reason/s and your actions.
10. It is essential you email, overnight, CP12 Certificates/reports relating to the jobs carried out that day so we have a record in the Office & can forward them to absent landlords the next working day. When emailing CP12's, please name the file as the post code of the job i.e. CP12 SN14 0SJ **not** scan0002jpg it makes it much easier and takes less time for us to allocate it to the Customer.
11. **DIAGNOSTIC /BREAKDOWN VISITS** when attending a diagnostic/breakdown please be aware that we will have received pre payment for the first hour's labour only. If it is possible to fix within that hour then there will obviously be no need for further charges to the customer. If any parts/materials that you have on the van are required, please call the office to inform us of the cost immediately. Please do not fit until we have been able to get approval and payment from the customer.

If parts/materials that you *do not* carry on the van are required, then a return visit will be necessary. Let us know immediately and email your quote to us as soon as possible. We will inform you as soon as the customer has approved the quote and we request that you order the parts/materials at the earliest opportunity. Customers are required to pay, at the very minimum, 50% upfront for labour and in full for parts so your quote must be detailed. The same applies if a new boiler/system is required.

Please do not discuss costs with a customer. We understand that you may be pressed into providing them with a ball park figure but do not indicate an actual price at any time.

12. If you encounter any delays i.e. stuck in traffic or have to divert to an emergency, please call the office as soon as possible. We will contact customers whom you have not been able to get to and inform them of the situation. It is vital you keep us updated so we in turn can update customers. We find that generally if you keep customers informed they are more willing to accept a delay. Most will wait, some may have to rearrange and others may just cancel altogether. It is not their fault, so if they do cancel we have to refund them and we all have to accept it as a lost job.

13. Customers are required to ensure a responsible person over the age of 18 is present to permit engineers access. For the safety and wellbeing of both customer and engineer it states in our T's & C's that engineers reserve the right not to enter a property or to leave site should they feel their integrity might be compromised. It is also stated that engineers operate a zero tolerance policy towards abusive or aggressive behaviour and all engineers reserve the right not to enter a property or to pull off site, whether the work is completed or not, if at any time they feel threatened or abused in any way. If you do find yourself in either position or at any time do not feel safe, leave site and call us immediately or if appropriate dial 999. Where possible take a picture on your phone and make a note/recording of the situation so you can complete a full report.

14. CUSTOMER QUERIES we will forward, via email, any customer queries to the engineer concerned. Please respond as soon as possible with your advice which we will pass on. Occasionally, we may seek the help of an engineer to answer a general query which may or may not be related to work you have completed. This will be done via email which again we will pass on to the customer who raised the query.

15. CUSTOMER COMPLAINTS we have a clear complaints procedure which we expect all engineers to follow. We realise that sometimes a customer may have an unrealistic appreciation of a situation but it is the responsibility of engineers to address any complaint made against them. Please do not delay in responding within the time frames, as set out below and keep us updated at all times. If it is necessary for you to re visit, please arrange direct with the customer. Please note: in the event that a customer's complaint gives rise to an insurance claim, any such claim shall be met by the engineer's insurers.

Customer Complaints Procedure

In the event of Customer dissatisfaction, please notify this Office in writing immediately. We will do all we can to assist you and will follow the procedure set out below:

1. On receipt of your email, which should clearly state the nature of your query/concerns, we will raise the issue with the relevant engineer.
2. We will inform you, via email, of his advice/response within 1-2 working days or sooner if at all possible.
3. Should you remain dissatisfied, please contact us in order for us to escalate your query to the next stage.
4. We will then provide the engineer with your details and request they contact you direct, usually within 1-2 working days.
5. Should you experience any delay, please let us know.
6. We will then provide you with the direct contact details of the engineer concerned. Any further correspondence should be addressed direct to them.

16. Refund Policy if it is agreed between Gas Safety At Home Ltd and the engineer concerned that a refund to the customer is the appropriate course of action, Gas Safety At Home Ltd will be liable for its % of the job only, the remainder being the liability of the engineer.

Please familiarise yourself with our website, www.gassafetyathome.co.uk taking special note of our Terms & Conditions that all customers are made aware of at the time of booking.

As we are constantly looking at ways to update and improve our Service to both customers and engineers this means procedures are subject to change. We will keep you informed of any changes as they happen.

We would welcome your feedback, so please feel free to raise issues, ideas and suggestions. Any further questions or queries please give us a call.

Kind Regards

Susan & Elaine