



London

Construct & Maintain

Customer Information Booklet

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At TW Barber, we strive to carry out the work to your property with the least possible disruption to your everyday life and work hard to ensure the swift and efficient completion of work to the highest possible standards. The following information will help you prepare for the forthcoming work to your property.

Prior to commencement of works

Ideally, we would like to deal with the policy holder throughout the process of work at your property. If the policy holder would like someone else to deal with this, we will require written authority to be sent to us and to your insurers.

Preparation of working area:

Prior to commencement of works, please ensure all working areas and any access areas to these rooms are cleared. Unfortunately, our workmen are not authorised to move large pieces of furniture.

All large furniture must be removed to enable us to gain access to the working areas and to allow enough space for us to work within them.

We would also ask that any personal possessions are stored safely to prevent any accidental damage to your property, this includes soft furnishing such as curtains.

We cannot accept any liability for damage caused to furniture or other items which have not been removed.

Selection of materials:

Prior to the work starting at your property, it may be necessary for you to select paint colours and finish (ie. Matt, silk, soft sheen)/wallpaper/tiles etc. for us to use in our work. We will require your choices in writing prior to commencing work. Our agreed scopes of work cover a like-for-like replacement and if this is not possible, the nearest available match.

Should you opt for materials which are not a like-for-like match, you may have to pay for any additional materials or labour costs associated with installation. TW Barber will not be held liable for any inherent defects which are brought to light as a result of a change in materials.

Please note there maybe variations in colour and shade between batches. Please take care when making your choices. You may need to take advice from the suppliers and order samples where necessary. We will not be held responsible for mistakes or discrepancies regarding your material choices.

Please see our list of standard suppliers, all of whom provide high quality products and have a wide range of options. We hope this helps you in making your selection.

Paint

Dulux

Johnsons

Tiles

Topps tiles

Kitchens

Howdens

Magnets

We are happy to discuss options outside of our standard suppliers with you, however, please note that this will depend upon their suitability for your home and may come at an additional cost. If this is the case, your request will be referred to your insurer.

In certain circumstances, we may require a signed disclaimer to state that you have instructed us to carry out work or utilise products outside of our recommendations.

Access Arrangements

Our standard site working hours are Monday to Friday, 8am to 5pm. These are dependent on the work being carried out. Please ensure that there is someone at home on day 1 of the works to allow access to the property. We appreciate that most people are at work during the day and unable to remain on site for the duration of works. If this is the case, we ask that you provide a set of keys to the operatives to enable them to come and go as required in order to collect materials etc.

Once work has commenced

Health and Safety

Although we take all possible health and safety precautions when working at your property, please remember that while we are on site, your home is a working environment and needs to be treated as such.

Please ensure all children under the age of 16 are supervised at all times. All pets require supervision and any large and/or aggressive dogs will need to be removed from your home for the duration of works. We also advise that, dependent on the work being undertaken, paint fumes and dust may be detrimental to the health of your animals and would ask that you take this into consideration when making arrangements.

Facilities and Utilities

Whilst working at your property, we may need access to electrical/gas/water supplies. Please ensure that we have access to these utilities as required.

Our workmen are in your home for most of the day and we do ask that you allow them access to your toilet facilities while they are there.

Additional Work

Circumstances may arise where additional work is needed. This can occur when, for example, further damage is discovered as a result of the work undertaken. In cases such as these, you will be informed and a variation of the additional work will be submitted to your insurer for approval. In this event, the scope of works may change and, unfortunately, we may be required to leave your home pending authorisation of the additional works.

Completion of work

On completion of work, a courtesy call will be made to ensure that you are happy with the work that has been carried out at your property.

If you are not completely satisfied with the work or would like to make a complaint, please contact our office providing as much detail as possible and we will be happy to look into the matter for you.

Summary

Prior to our attendance please remember to:

1. Supply us with your material choices in writing.
2. Arrange for any potentially dangerous pets to be removed from the property.
3. Clear all working areas and access routes to them.

Once we are on site please ensure:

You take a reasonable level of responsibility for yourself and those in your care.

We have access to any required utilities and facilities.

If you have any concerns or queries, please feel free to contact our office.

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We look forward to working with you and would like to thank you for your co-operation.

Kind Regards,

The TW Barber team