



## Customer Care Policy Statement

### **A Receipt of maintenance request**

- 1) Request to be recorded in the customer care register and given a reference number.
- 2) The job is then classified into category A, B or C - 'A' high priority, 'B' medium and 'C' low.
- 3) The client is to be contacted within 48 hours to arrange an appointment.
- 4) If the appointment cannot be kept, the client is to be informed prior to this and a convenient re-arranged date is set.
- 5) Upon completion of the works, where possible, a signature from the client or Site Manager (whichever is applicable) is to be obtained.
- 6) Completed and signed customer care documents are to be faxed through to the developer's Customer Care department within 48 hours of job completion.
- 7) Customer Care Completed works Schedule to be e mailed through to the developers customer care department on a weekly basis

### **B False maintenance requests**

- 1) If the remedial works required is of no fault of Avonside Roofing, the operative is to contact our customer care manager and inform of the findings. The developer is then contacted and an estimate of costs is given.
- 2) No works are to be carried out without a variation order.

### **C Out of warranty maintenance**

- 1) If a maintenance request is received which is out of the warranty period, the roof is surveyed and a quotation to carry out the works is sent to the developer.
- 2) No works are to be carried out without a variation order.

### **D Storm damage**

- 1) If a storm damage maintenance request is received, an appointment is made with the client and the roof is surveyed and assessed for defects.
- 2) If the maintenance is found to be genuine storm damage, the developer is contacted and a quotation to carry out the works is offered.
- 3) No works are to be carried out without a variation order.
- 4) If the storm damage is found to be defective work, the procedures in section 'A' apply.

**Tony Burke - Avonside Group Services**  
Managing Director