



WESTERN COUNTIES ROOFING Ltd

Customer Care Policy Procedure

We at Western Counties pride ourselves on our workmanship and have a long standing service commitment to our customers. To continue this care and commitment we would be very grateful if you as a main Contractor could work together with us, following the procedures set out below to help us deal with any customer care issues.

Your main points of contacts are:

Tony Marsh and Katie Govier

Telephone Number: 01626 835937

Notifications of works needed

To ensure no time is wasted in responding to maintenance calls we must insist that all notifications of works needed, are sent in the first instance by **email** to the following addresses:

katie@wcr-ltd.co.uk

tony.marsh@wcr-ltd.co.uk

customercare@wcr-ltd.co.uk

We will **not accept** telephone calls or faxes as notification of works.

We require the following details on all notifications:

- Customer Name
- Full address, including post code (please do not use plot number on completed sites)
- Customer telephone numbers, to include a mobile number
- Customer email address
- Full details of issue and any works which have been carried out previously. To include details of previous log numbers, and dates that the work was carried out. If issue is due to a NHBC report, a copy of the full report must also be included.



T 01626 835937 F 01626 834939 Cornwall Depot 01208 74112 roofing@wcr-ltd.co.uk

Company Reg No 2365226 VAT No 525 1987 31

Registered Office: Derber House, Old Newton Road, Heathfield, Newton Abbot TQ12 6SL

www.westerncountiesroofing.co.uk



Our Log Number

Upon receipt of a notification you will be emailed with a reference number which must be quoted in any future correspondence with Western Counties, this will help all parties as all information regarding an issue will be found using this number.

Customer Contact

Western Counties will contact the customer within 3 days by text or email to acknowledge receipt of issue and to give them the log number and office contact details.

Where possible, and necessary, we will arrange appointments with customers before visiting. If a customer is not in attendance at the time of our visit our business card, with the time and date written on the back, will be left. Should a client not be available on more than two offered appointments, we do reserve the right not to proceed with the issue any further and will refer back to you. Clients will not be offered an appointment out of normal working hours, bank holidays or weekends.

Time Scales

Western Counties will endeavour to attend to emergency works within 3 days of notification.

Works are only classed as emergency **when water is entering the property.**

Works associated with **mortar** are not classed as emergency and repairs can only be carried out during dry periods, therefore response on these calls are weather dependent.

Abortive Visits

Due to the high volume of calls we receive, where we attend to discover problems are not associated with Western Counties works we have had no choice but to implement a charge for abortive costs.

This cost is £300.00 plus VAT and will be charged for the following issues:

- Condensation
- Soil and vent pipes fitted incorrectly
- No traps fitted to extraction vents
- Western Counties did not do works, i.e GRP Chimneys, Asphalt Porch Roofs, Windows, Guttering
- Work has been carried out against building control regulations, i.e. lack of cavity trays
- Poor workmanship from other contractors
- Damage caused after completion, i.e. storm damage

Complaints

Complaints in the first issue should be emailed to tony.marsh@wcr-ltd.co.uk