

Code of Conduct

As one of our registered local tradesmen, we expect you to adhere to our code of conduct.

- Homeowners must always be treated with respect and be provided with a reliable, efficient service.
- Tradesmen will comply with the laws and regulations relevant to their specific trade.
- The correct public, employer, and liability insurance laws will be maintained at all times.
- Tradesmen will always provide customers with a written quotation for the work, the customer will be informed immediately of any unexpected changes to the original quote.
- Tradesmen must always notify the customer of any additional costs that they are aware of before commencing with the job.
- The chosen tradesman must outline an anticipated start and finish date.
- The customer must be informed of any unforeseen changes to the original time scale.
- The registered tradesman will only employ staff that are qualified for the relevant trade and that have expert knowledge and ability to carry out the job in hand.
- The privacy of customers will be respected at all times; this includes creating a safe environment for the customer.
- Before any work starts, the customer and the tradesman will agree on a specification and budget.
- At the end of each working day the tradesman will leave the working area clean and tidy to ensure the safety of the customer.
- All work must be completed to the highest possible standard. This should match the customers' expectations that were outlined in the specification.
- Any complaints must be dealt with in a prompt and professional manner.

