

CUSTOMER CARE CHARTER

Date created: Jan 21

Authorised by: Construction Director

Version number: 1

Next review: Jan 24

THIS CHARTER

This charter is intended to inform you about the standards we aim to reach when rectifying defects during our defects liability period. It outlines what service you can expect from us and our commitment to you.

OUR STANDARDS

- We will deal with our customers in a polite, professional & courteous manner.
- We will respond quickly and efficiently in a clear manner to all enquiries.
- We will provide clear, accurate and up to date information when requested.
- We will let you know if we are unable to deliver a service and suggest alternative providers.
- We encourage feedback and take account of comments made in order to improve our service delivery.

OUR RESPONSE TIMES

- We will process all non urgent calls and emails within 5 working days.
- For Emergency and Urgent works the customer will be contacted within 2 hours to advise which contractor will be attending to rectify the issue reported.

CONTRACTOR RESPONSE TIMES

- Category 1 Emergency - 4 Hours from notification
- Category 2 Urgent - 24 Hours from notification
- Category 3 Non Urgent - Within 7 working days and completed within 28 working days.

DEFINITIONS

Our warranty period will be 24 months from the date of legal completion.

This warranty does not relieve the householder of normal maintenance responsibilities, or the need to do normal servicing & repairs.

Examples of exclusions from this warranty are:

- Blocked Wastes & Drains, Venting Radiators, Re-pressurising heating systems, Customer Misuse, Accidental Damage, Alterations made by the Homeowner
- Repairs to toilet seats
- Defects due to lack of servicing in accordance with the Manufacturer's recommendations will be excluded. (Proof of service will be required)
- Light bulbs, batteries for smoke/heat detectors, appliances, cookers, hobs, fridge-freezers etc.
- Damage by occupiers, alterations made by the home owner, decorative light fittings etc. not installed originally.
- Defects due to lack of servicing, cleaning and general care in accordance with the manufacturers' recommendations will be excluded.

CATEGORY 1 – EMERGENCY

What is an emergency?

A real emergency is one that poses an immediate threat to your life and property, such as, an uncontrolled escape of gas or water, total power loss or a smell of burning.

Examples of this would be: A smell of Gas, Burst water pipes, CO Alarm Sounding
Sole WC Inoperable, Total failure of lighting and power within the property, Smell of burning, Arcing sounds from the electrical sockets or switches

CATEGORY 2 – URGENT

What is urgent?

Urgent works would include total loss of an essential service within your property or a serious leak, a partial loss of lighting or power to an apartment (where alternative means of lighting and power still exist within property)

Examples of this would be: No Heating/Hot Water (Oct – Apr), Containable Leak, Lights not working in Kitchen or Sockets to lounge not working

CATEGORY 3 – NON-URGENT

What is non-urgent?

Non-Urgent works would include all other defects not covered above. If materials are required it could take up to 28 days, to source the parts and replace the defective unit. Examples of this would be: Smells/Cosmetic Issues, Solar Problems, Guttering/Water Butts, Doorbell not working, TV socket in bedroom no signal, one light fitting not working in the hall, Shaver light not working, Extract fan not working.

We will meet our responsibilities to you within a reasonable time unless it becomes impossible because of circumstance outside our control e.g. in cases of extreme weather and times of exceptional demand. If we cannot meet our responsibilities, we will let you know as soon as possible confirming the reasons why we cannot meet our responsibilities. We will also give you another time when we expect we can meet our responsibilities.

ZERO TOLERANCE POLICY

As stated above we will always deal with our customers in a polite, professional & courteous manner, and we expect the same courtesy to be shown back to our staff and contractors at all times.

Our staff has the right to be treated with dignity and respect at all times, they should be able to do their jobs without being physically or verbally abused.

Should any of our staff experience any such abuse, they have our full backing to cease the phone call and immediately report the incident. Additionally should one of our team experience abuse of any kind within a property or on site then they have instructions to cease the work and leave the property immediately.

A report will then be formulated and issued to all relevant parties. We trust that you will understand and agree with our policy and stance in this matter.

Our Contact Details are as follows:
9am to 5.30pm 01707 655 550 Monday to Friday

Mathew Homes Ltd
45-47 High Street, Potter Bar, EN6 5AW
Email: aftersales@matthew-homes.com