

Introduction

The APHC Customer Charter is required to be operated by all member firms. The Charter lays down a minimum trading standard requirement which should be operated by member firms in their dealings with customers.

1. Good Practice

- Members and their customers should agree the detail of the task involved before work starts. The estimate will be provided in writing and signed and dated by the contractor. The customer's acceptance should preferably be obtained in writing prior to the commencement of the work. Members should advise customers of any standard charges for labour, transport and call-out prior to the work starting or at the time of request in an emergency.
- Members must draw attention to the terms and conditions that apply to the contract in their offer to the customer.
- Jobbing work, whether repair or new work occurs when no price is agreed beforehand, the member being merely instructed to carry out the work, the work is charged to the customer on a labour and materials basis.
- On acceptance of the contract, the member is under obligation to carry out the work as stated in the offer. On satisfactory completion, the customer is under contract to pay the agreed amount in line with the contract, subject to any agreement for payment to account.
- Members will use their knowledge to do the work efficiently and economically. Members will inform the customer if they become aware that the amount of repair work is likely to exceed the reasonable expectations of the customer.
- Members will ensure that personnel can provide evidence of identification and that they treat customers with courtesy and respect.
- Members will give a clear indication of appointments and inform customers as soon as possible of any delays or changes; these will form part of a standard set of fair and reasonable conditions between firms and customers.

2. Price

- The member's tender will give details of the work to be done, parts and/or goods to be supplied and the estimated cost. It will not cover work done by other trades or statutory fees, unless stated otherwise.
- Any requested or necessary additional work will either be the subject of a separate tender and will be charged either on a fixed price or on a labour and materials basis, as agreed in writing with the customer.
- The member will take every care during the work but the tender does not include renewing flooring, coverings or incidental redecoration following proper execution of the work.

3. Rights of Cancellation

- Members must give notice of the customer's statutory rights of cancellation to the customer in writing including the provision of the appropriate form of notice.
- Members must not commence work for the customer until expiry of the statutory period for cancellation (if applicable) unless the customer requests in writing the commencement of the work prior to the expiry of the cancellation period.
- Members shall supply the customer with a written form of consent to permit (if the customer elects) the member to commence the work before the expiry of the cancellation period.

4. Terms of Payment

- Payment, as set out in the contract, is due on completion of the work and shall be made within the terms of payment as set out on the contract or invoice.
- An agreement on progress payments may be part of the contract.
- Interest of 8% per month of any outstanding sums may be charged on overdue accounts.

5. Drawings

- Unless otherwise stated, drawings are for demonstration purposes only.

6. Completion

- Every effort will be made to complete the work on time, but the contractor will not be responsible for any delay caused by factors outside his control.
- Where the originally specified material is not available, an agreement may be reached to provide a suitable alternative. A price adjustment may be made to the original contract.
- Until paid in full all materials, appliances and fitments are the property of the member whether installed or not.

7. Risks

- The member shall be responsible for equipment, materials and labour supplied during the course of the work, but shall not be liable to replace equipment or re-do work which is destroyed, damaged or stolen in circumstances where they are not at fault.
- The customer shall be responsible for the safekeeping of goods left at the customer's premises.

Any questions?

If you require any further guidance on the customer charter, then please contact APHC during normal office hours on **0121 711 5030**.