



# UNITE

## Kitchens & Bathrooms



*Guide to working with us.*

## **Why should you join Unite Kitchens & Bathrooms?**

### **Get what you are worth.**

The number one reason you should join Unite Kitchens & Bathrooms is because we were established to ensure that the fitters are rewarded for the work that they do. We ensure that you profit from the work and you are in control from start to finish. There is a single admin fee payment to Unite Kitchens & Bathrooms of £500 per job. This covers all sales and marketing, administration, social media, insurance costs etc.

### **Work directly with the customer from the start.**

The original consultation will be completed by you, the fitters, so that there are no surprises when you start the installation. You should aim to complete as much work as possible for the customer so that you leave them with a complete and functional Kitchen or Bathroom.

### **Quoting the customer is your responsibility.**

You are in control of setting your own prices for specialist work. We will provide a guide as to what we expect the ranges to be within, but it's a guide only. We want to make sure that you are able to profit as much as possible. Of course, we want to make sure that you convert the quote into an actual job, so please be mindful and fair to each customer, who of course maybe seeking multiple quotes.

### **No time limit on jobs.**

We would like you to work as quickly as possible, but more importantly we want you to ensure the quality of the work is the primary focus and therefore we do not dictate time limits on jobs.

### **Paperwork gets in the way.**

We want to reduce the paperwork to an absolute minimum for you because we know this gets in the way so we will reduce by removing for example; Risk Assessments. If we feel that any of what you are used to completing is required, we can come and do this for you.

### **Removing unnecessary requirements**

Wash stations are a nice to have, not a requirement. So are various other items that you are currently forced to do. If you choose to put them in place that is up to you, but we will not dictate this, just be sensible and professional. That is all we ask.

Photos of the jobs before and after are not a requirement. If we want these, we will come out to site and do them ourselves.

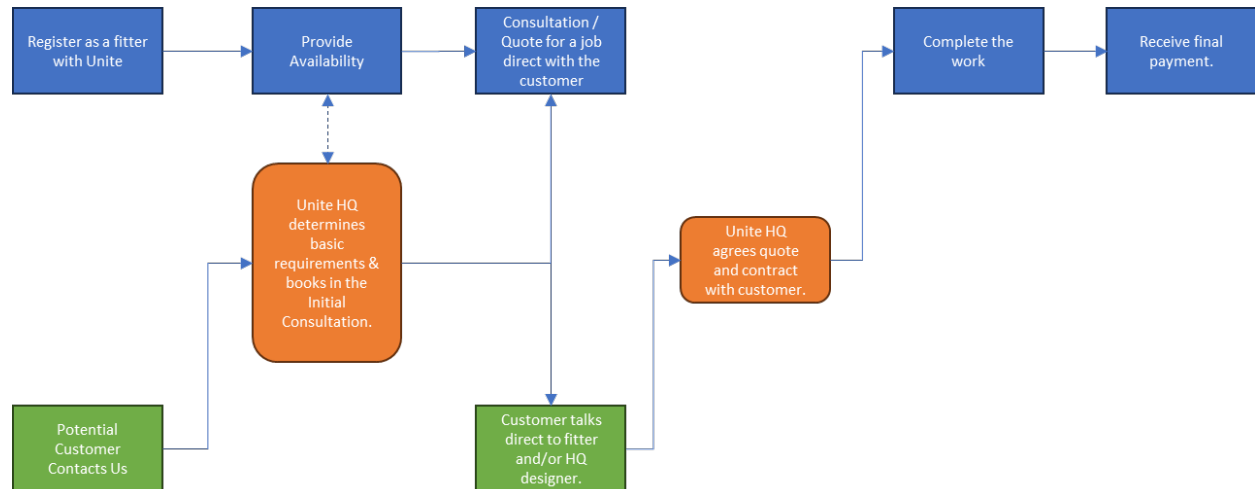
### **Removal of existing kitchen or bathroom and waste Disposal**

Ideally, we would want to salvage anything that could be used again such as cookers, dishwashers, bath's, showers etc that are in working order and that can either be re-sold, re-cycled or given away to charities. This is not a requirement that you have to comply with and will depend on how the customer feels about this. We will not state which waste disposal method you use, this is up to you and must be part of your quote.

### **Gas Engineers and Electricians Certifications**

We will have a register of certified Gas Engineers and Electricians that you can use. If you have some already that you prefer to use that is fine, they need to register with us and provide their certifications to us. This register provides you with on hand cover should your preferred be on holiday or sick and you can be safe in the knowledge that because they are already registered with us you do not need to obtain and prove their certification information, just search the register, call and see if they are free when you need them.

## A keep it simple process that just works



### Registration with us

First of all register with us. This takes care of the majority of the admin and paperwork for you and you only need to update your information if something changes.

The details that we collect on registration is what we need to provide to the CIS Scheme administrators at HMRC – we are legally bound to provide this information.

### Provide us with your availability.

We need to know when you are available for work so that if a job comes in that is suitable for you we know what your lead time is. Because we want you to be in control from the start we will need to know when you are available for quotes too. If you have a preference for this (i.e. after 6pm or on Weekends only) then we can accommodate this too so that it does not interrupt your general on-going fitting work.

### Potential Customer Contact

A potential customer contacts Unite, and we determine the basic requirements. Knowing your availability we provisionally book in the Initial consultation with the customer. We double check with you and the customer and then confirm the appointment.

### **Initial Consultation with the customer**

When someone books in for a consultation we will offer it to the nearest postcode registered fitter. If they need to decline, then it will be passed to the next nearest and so on until the Job is assigned.

The fitter must then attend the consultation (with the Unite design consultant if applicable) to start the conversion of potential customer to confirmed customer.

You should assess all their needs over and above the kitchen or bathroom that they have ordered/what to order; check that they have purchased everything you need to fit the kitchen or bathroom (if they have already ordered one), and determine what other work they need to have done to complete the entire room so that it is finished and functional to use immediately after you are finished.

You should prepare a reasonable quote for them and provide an indication of expected lead time / start date. This gives the customer all the information they need to accept the quote and then we/you can formally book the job in to be completed.

### **Acceptance of quote and scheduling the work.**

If the customer accepts the quote immediately with you, please ask the customer to sign the paperwork and provide us with a copy and we will book that out in the calendar.

They may want to think about it or compare with other quotes. If you prefer, we will then chase the customer for you to see if they want to accept the quote, or we are happy to leave this to you, just let us know.

Once a quote is accepted, if it was accepted after the consultation day we will co-ordinate between the customer and yourself to formally schedule in the calendar for you – which you will be able to access online.

### **Complete the installation.**

When you complete the installation of the kitchen or bathroom, this is completely for you to manage and keep the customer happy. You will need to co-ordinate with any other service providers such as gas engineers or electricians and you will need to dispose of waste and clean up each day (reasonably) before you leave.

When the job is complete, you will need to ask the customer for their approval and get them to sign a completion certificate – this is the second and final piece of paperwork you need to complete.

### **Payment**

We will aim to have two payments from the Customer, one after the first day of work is complete and the final payment on completion; both 50% each of the agreed quote.

We will take out of the first payment our fee and any funds due to HMRC. The rest will be passed to yourselves. When the final payment is made we will deduct any final payments due to HMRC and then the balance will be paid immediately to yourselves with a statement confirming all transactions showing full transparency to yourselves.

### **Periodic Checks**

We will check in with you periodically to help check that we have the most up to date information and if we need to see updated certifications or insurance documents etc you can either send us a photo of them via text message or email or if needed we will come to you on the job to get these – we want to minimise distraction for you from doing the actually job

### **Communicate with us**

Let's keep in contact so that if anything changes, such as availability or if there are problems, we can know and can adjust calendars or help you as needed.

**Thanks for considering joining us!**