

The 12 Point Engagement Guarantee

When you engage Homelea Services you get all the standard building materials and workmanship warranties, plus our very own personal Homelea 12 Point Engagement Guarantee.

▶ 1. Ten Years Certified Builders Guarantee

Backed by Direct Line contractors' combined insurance policy you are guaranteed against structural defects for 10 years. Moreover, this guarantee can be transferred to a new owner, giving you greater confidence in selling.

(see www.homeleaservices.co.uk for further details)

▶ 2. Five Years Watertight Guarantee

Cover for watertight remediation work on an existing leaky home. In the unlikely event that there is a problem we will rectify this and cover the cost of any damage caused.

▶ 3. Communication

Because we care about achieving the best outcome for you, we guarantee to talk with you about any matters that may affect the build – however small. We do not make assumptions for you.

▶ 4. Build Time Frame

We give you a detailed build schedule and work with this to complete your build in the time allotted. In the event of an unexpected delay beyond our control you will be notified immediately. Should a delay simply be our fault we guarantee that we will do everything in our power to get your build back on schedule.

▶ 5. Two Years Maintenance Free Period

Because we are so confident in the quality of our build processes you will receive two years of free maintenance. In the unlikely event of any failure we will replace or repair at no cost to you. In the event of a client supplied product failing we will help you organise subcontractors to facilitate repairs if needed.

▶ 6. No Hidden Extras

We guarantee that you will get the services and products listed in your agreement. In the event of an unexpected change becoming necessary, you will be notified and we will await your approval before any additional expense is incurred. Should a more favourable product or method of building become recognised during the build we will notify you of this to see how you would best like to proceed.

▶ 7. Fixed Price

You are guaranteed that the price on the agreement is the price you pay. There are no additional fees unless prior approval has been obtained. Should there be an unforeseen price increase in materials or supplies you will be notified immediately.

▶ 8. Insurance

You are protected by our comprehensive insurance throughout the build process including public liability, contract works on new builds & faulty workmanship

▶ 9. Qualified and Experienced

On every Homelea job the work is overseen on-site by a qualified and licensed professional. Our comprehensive checklist ensures that your project is checked against the highest standards.

▶ 10. Helpful Friendly Team

You are guaranteed access to your site and our helpful team will be happy to show you progress. We do require that you notify us in advance so we can ensure health and safety protocol is followed.

▶ 11. Quotation Time Frame

We guarantee to supply you with your Homelea action plan within the time frame agreed.

▶ 12. Comprehensive Quotes

Some companies provide a quote on just the basics. Your Homelea Services quote is detailed and guaranteed to cover everything discussed.

