**Broadland Building Services**

New Builds – Renovations – Extensions

Free No Obligation Quotes and Advice

Trading for 35 Years+

VAT No: 199 5498 27

Terms & Conditions

Contractors are available via phone or email from the hours of 8am to 7pm.

All prices quoted are calculated on the basis of free access and unimpeded working during our normal working hours.

In some instances, contractors may work Saturdays. We would acquire permission from the client to do so.

All works will be executed with the highest standard.

All personnel on site are fully qualified tradesmen, with years of experience in the industry.

Contractors will have their own tools and provide everything needed to complete the works.

Once a quotation is excepted by the client, we will try to book you in at our nearest convenience.

If a client books the work into our diary, you have reserved our timeline for your works, meaning we will not allocate that time to any other clients. Whilst you’re booked in with us, if you feel the need to cancel the works booked in with Broadland Building Services. This needs to be done a minimum of 6 weeks before the start date. Any time after the six-week period may cause workload problems for the company. A fee may apply if works are cancelled after the 6 week period.

Adjusting a start date is not an issue, no charges would incur but we kindly ask to be notified as soon as possible.

All materials purchased by Broadland Building Services remain the property of the company until payment is made in full for the items.

Broadland Building Services has the right to remove works, materials or products provided if payment is not received.

The company is fully insured with public liability cover.

In some cases, we require a deposit before works commence, this is to order in a quantity of materials ready for works to start.

Invoicing is done on a monthly basis, depending on quantities of materials. Sometimes fortnightly invoicing is a possibility.

Invoices are kindly asked to be paid within 24 hours of receiving.

All works are carried out within the latest health and safety measures. All adequate ppe is supplied to our contractors on site, as well as briefings to contractors on site with their job roles and ppe measures.

The site is expected to be cleared of personal belongings for when we attend site.

All underground services i.e. electric, water and sewage waste pipes need to be identified and discussed with the principal contractor before work begins.

If any contractors happen to damage any underground supplies, i.e. electric mains, water mains, internet cables or sewage pipes. Broadland Building Services will not be held responsible unless the area was clearly shown to have any of the above running through them. If the services were labelled clearly and a contractor causes damage Broadland Building Services will rectify the damage.

A rough estimation of the duration of the works will be given, this is not a definite deadline and the company will not be held to a finishing date. All measures will be taken to ensure we finish at an appropriate date.

Contractor will have no responsibility for the condition of the soil at the site. Any extra excavation, filling or other work required by either building control or the clients will incur an extra cost. Broadland Building Services are not liable for in adequate ground conditions.

Clients are able to adjust the scope of the works, as long as this is discussed with the principal contractor before the works have commenced. Although this may incur a change in costings for the work.

Any damage that occurs to property on site that doesn’t come directly from the workforce i.e. acts of God and other contractors not under our employment, will not be rectified within the work remit. This will come as an extra cost to the client.

All works that will be undertaken are clearly stated on the estimate provided.

Any works not listed on the estimate can be provided at an extra cost.

The directors of Broadland Building Services do not tolerate in any shape or form any bullying, racism, physical or mental abuse on any of their sites. This is aimed at both clients and contractors on site whom are not there on the instruction of Broadland Building Services. Any such behaviours will be dealt with immediately, either via the police or even complete removal from site with legal actions taken.

The site will be left in a clean condition on completion and we will do our best to ensure a clean and safe workspace is available at all times.

If we are working inside a client’s property, we will leave it in the same condition it was found. No extra cleaning of the property will occur.

It’s advised that clients only attempt to walk around site in the presence of contractors employed by Broadland Building Services, we except no liability for injury if the site was accessed without our knowledge.

Plant machinery on site will be locked up and kept away from access areas during non-working hours.

Adequate and safe parking must be available for contactors to work from.

We ask that water and electric facilities are available to use during the working hours.

We would appreciate a toilet facility available for the contractors, if not possible we can supply a toilet at an extra cost.

Property boundaries are to be clearly laid out ready for works to commence.

Any defects in works carried out by Broadland Building Services will be rectified up to 6 months after completion date.

Any defect in works that have been tampered with by either the client or another contractor, eliminates our responsibility to come and fix the issue. Broadland Building Services contractors are the only permitted workers to fix the issues.

Termination of contract by either clients or contractors will be a form via email with an adequate reason for termination.

All discussions and communications between clients and Broadland Building Services will be via email or text message for recordable logs. Any telephone calls will be written up via email for our records.

It is the customer’s responsibility to arrange planning permission, building control and any utility changes (e.g. Anglian Water, UK Power Networks and BT). If planning permission is required for the work, Broadland Building Services may request to see proof that this has been agreed prior to beginning work.

Broadland Building Services may have the need to directly employ sub-contractors to work on site. Each sub-contractor takes full responsibility for their own third-party liability. Plumbing sub-contracts are CORGI registered. Electricians are Part P certified. Broadland Building Services oversee all works to completion and take full general and operational responsibility in the running of any contract agreed with the client.

Guarantees: All customers will benefit from a full guarantee on our workmanship for a period of 6 months. Guarantees on materials run in accordance with manufacturer’s warranty periods where applicable. Our guarantee covers all new work and new materials used in construction or repairs, but does not guarantee the integrity of any existing structures, materials or decorations. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and negotiate a solution to the problem without delay and carry out any agreed repairs as soon as possible. Charges may apply for remedial work carried out beyond guarantee dates or to items not covered by our guarantee. Please note: Decorations are signed off on completion and not covered by guarantee.

Broadland Building Services will endeavour to protect existing surfaces with the use of dustsheets and loose plastic sheeting etc along with care in our working practice. However, responsibility for protection from damage of any existing surface or fabrics etc is the responsibility of the client. Arrangement can be made to put in place protection of existing surfaces, over and above our basic cover, at a negotiated additional cost. We strongly recommend the clients moves any expensive or sentimental items before work commences. If we are required to move furniture to undertake our work we will not be held responsible for any breakages or stains that may occur. We advise clients to keep all valuables and expensive items safe and secure for the duration of the works, as we cannot be held liable for any theft or loss.

We will endeavour to employ a helpful attitude at all times and will always attempt to bring the building works to a satisfactory conclusion as soon as possible taking into account weather conditions, availability of specialist materials and unforeseen circumstances etc.

Broadland Building Services take images of the progress of our projects. We reserve the right to use these pictures in our portfolio of work, on our website and on various social media websites for marketing and information purposes. Please let us know via email at the start of your work if you are not happy with this.

Finally, we would really appreciate a 5 star google review once works are completed to help out with our portfolio. We really do hope you put your trust into our very capable hands.

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