

Our booking process

We are vetted and approved by Buy With Confidence (formerly Trading Standards) and thus we prefer to have all communications either in writing or recorded in writing.

- (1) We will send you a booking email which will outline the date(s) we have free for your works and a timeslot.
- (2) You may get a reminder email the night before the appointment but this cannot be guaranteed.

FAQ

1. Will you call me on the day?

The engineer will try to call you when he is on his way. **If you do not answer** he will assume you have forgotten or are out and **he will not attend.**

Please make sure we have the telephone number of the person who will be there on the day.

2. Will you have time to do a small job while you are here?

Our engineers are booked heavily, this means there is only the time to carry out the works originally booked for you. Please call 01234 325620 so we can book the other job(s)..

3. Why can't you give me a more precise time?

We completely understand, it's always nice to know when there might be a knock at the door. And as much as we would like to give you a more precise time, in our experience this leads to further disappointment when the job before yours over runs because the customer says "oh, there's just one other thing" and we feel it would be rude to just shoot out of the door. So with our time slots we are trying to be fair to all our customers. If you have to be somewhere else, can you leave a key with a neighbour or would you prefer to reschedule?

4. Do I need to do anything before you arrive?

Please clear the work area and ensure there is clear access between the front/back doors and the work area. As our team may be carrying tool bags and large appliances, we need to ensure there are no obstacles or trip hazards. If there are issues over access, for example the boiler or flue will be in the loft, please let us know if you do not have: a loft ladder, a boarded loft, or a light in the loft.

Please provide the us with free parking and access to your premises, and other free facilities as reasonably required by us. This includes but is not limited to; toilet facilities, parking, fresh water, access to drains, power & electricity, and light .

Other information:

If you are concerned about any flooring or objects/furniture, please ask our engineers to supply dust sheets. Please note all works create mess including dust & dirt. Dust sheets and towels may be a basic cover but cannot keep all dust and dirt out.

Please ensure parking is available on the property or next to the property. Our team need to carry heavy tool bags or appliances and be going back and forth to the vehicles, so easy access is needed.

All pets will need to be placed in a 'safe' room where the team will not be working. As doors and windows may be left open, it will not be the team's responsibility to keep your pets safe. You will need to inform the team which rooms they must NOT go into if pets are in there.

You will also need to be on site at the end of the works, where you must inspect all aspects of the works and sign a job sheet to state you are satisfied with the works.



01234 325 620



info@christyplumbing.co.uk

Due to health & safety it is often impossible for our team to take off their footwear but if you wish us to put on shoe protectors we will do so upon request, if safe to do so. Please make our team aware of this before they enter the property.

After the works.

A final/balance invoice will be issued , this will have details of, when to pay and methods of payment , included. We currently accept cash, cheque, bank transfer, & telephone card payment.

On full payment being received any certification will be sent to you.

We will place you on our annual reminder service, it is however your responsibility to ensure you meet the terms and conditions of your appliances warranty. There is a charge for servicing.

Please refer to www.christyplumbing.co.uk for our latest terms and conditions.

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