



**Plumbing, Heating & Solar Engineers**  
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### Business Code of Practice

#### **Before work begins:**

- Ecoheat will try to make sure that you have all the professional advice you need on the project. If it is a large or complex project, this may involve getting the support of architects, surveyors or other specialist professionals.
- Ecoheat will never quote on a project for which it has insufficient time or is otherwise unsuited to undertake.
- Ecoheat will make sure that it has sufficient insurance cover for the contract.
- Ecoheat's written estimate will state the following:
  - the price
  - what is and is not included in the price
  - Payment terms
  - Alternatively, Ecoheat may quote a daywork rate and provide a copy of standard terms and conditions.

#### **Whilst work is in progress:**

- Ecoheat will proceed with the work according to the agreement between you, and will brief you regularly on progress.
- If there are unavoidable problems or delays, you will be informed of these as early as possible.
- If there are changes to the work specified or extra costs, these will be confirmed in writing, and agreed with you before such work begins.
- Ecoheat and its employees will at all times treat you and your property with respect and ensure that the working site remains a safe and healthy environment.

#### **When the work is complete:**

- Ecoheat will leave the site clean, tidy, and ready for use.
- Any relevant operating instructions and guarantees will be handed over to you, and you will be properly briefed about any relevant maintenance or operating issues.

### Help yourself and Ecoheat by following these simple guidelines - and make sure of a result you will be proud of.

#### **Before work begins:**

If necessary get competitive quotes from more than one company, and make sure they understand exactly what you want done.

- Ensure you have funds available when needed.
- Choose a company with a proven track record in the kind of work you are having done.
- The estimate forms the basis of the contract between Ecoheat and you. Alternatively, a day-work rate subject to normal terms and conditions (this can be a suitable arrangement for emergency or minor works.)
- Make sure that you understand the estimate.
- Ensure that the site is cleared and ready for Ecoheat to start work.
- Make sure Ecoheat has unhindered access to the site.

#### **Whilst work is in progress:**

- Develop a good working relationship with Ecoheat. If you have any concerns about the work, discuss them right away.
- Keep extras to a minimum and instruct Ecoheat in writing about all variations to the specified work
- Choose equipment and its location carefully and approve them before use.
- Make any staged or up-front payments promptly.

#### **When the work is complete:**

- Report any urgent defects to Ecoheat promptly and in writing.
- List any non-urgent defects for Ecoheat to correct at an agreed time.
- Settle the final account promptly.

*November 2006*



Reg. No. 1987



Association for Environment  
Conscious Building



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