



Supplier Performance Charter



Trusted Local Suppliers
A18, The Embankment Business Park,
Vale Rd, Stockport,
SK4 3GN

Tel: 0845 231 2233

All our registered tradesmen not only have to abide by the “Trusted Local Supplier” Customer Charter but they also have to provide us with a copy of their company FENSA / CERTASS membership certification. Independent customer references are also required for inclusion in their web space before we will register them on the site for inclusion in our list of bonafide trades people

All Trusted Local Supplier members agree to:

- ✓ To contact the consumer within 48 hours of receiving the enquiry
- ✓ To supply a written quotation when submitting a tender for contract
- ✓ To notify us of all stages of any transaction with the customer
- ✓ To comply with all laws, statutory regulations and Building Regulations
- ✓ To maintain adequate employers and public liability insurance
- ✓ Employ only fully trained staff
- ✓ To respect the homeowner's privacy and take all steps to ensure the security of their home and a safe working environment
- ✓ Treat customers with courtesy and respect
- ✓ Use their expert knowledge to complete the work efficiently
- ✓ To ensure that all work is started and completed on the agreed dates and that any unavoidable changes are clearly communicated to the homeowner
- ✓ To arrive at the agreed time for appointments with the homeowner and to give advance warning of any unavoidable delay
- ✓ To ensure that all work is completed to pre-defined specifications and budgets as defined in an agreed contract. All changes must be communicated and agreed with the homeowner prior to proceeding
- ✓ To ensure that all works are completed to the highest possible standards and that all guaranteed elements of work are agreed
- ✓ To leave all areas clean and tidy at the end of the day, and to remove all rubbish upon completing the contract
- ✓ To ensure that all colleagues and sub-contractors meet these standards at all times