



Customer Care Policy

Construction Process

We aim to provide a professional service to satisfy the quality, delivery and service expectations of our customers.

The following are objectives covered in our Customer Care Policy:

- Establish customer needs and requirements.
- Customise our service to ensure we meet these needs and requirements efficiently and effectively.
- Provide customer with efficient and innovative solutions.
- Facilitate a teamwork approach with all parties.
- Take account of customers' opinions and feedback.
- Provide communication links and systems at all levels in order to maximise responsiveness and cooperation.
- Be consistently courteous, helpful, honest and well presented.
- Aim for the utmost level of workmanship on site.
- Seek to minimise disruption to customers and third parties in the performance of our works.
- Facilitate project reviews with the aim of developing continuous improvement.

We work hard at maintaining our reputation for excellent customer care. Our staff are trained to contribute to and actively support this policy.

Minimising Defects

We understand that defects which are identified late and their subsequent rectification can act as a 'damper' on what would otherwise have been a successful project. The problems that defects cause are not limited only to time delays, they also cause a waste of time, money and energy, disputes and disruption.

In order to combat these problems arising, we regularly analyse the defects that occur on their contracts in order to identify any trends. From this, plans are drawn up and consequential actions are created to stop the defect occurring on subsequent contracts, therefore we are continuously working towards reducing the number of defects that occur. We also ensure that quality checks are continuously made as the works proceed.

For example, we carry out the following procedures:

- Seek sign offs from designers and building control.
- Throughout the design and construction period cross checks are carried out to coordinate processes to ensure there are no inherent defects built into the project, e.g. material compatibility.
- M&E inspections are carried out after the first fix.

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Brownfield Land Assembly Company Limited

Suite 5 . 4th Floor . International House . Dover Place . Ashford . Kent TN23 1HU

Telephone: 01233 661985 . Email: info@brownfieldlandassembly.co.uk . www.brownfieldlandassembly.co.uk





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- Final schemes are checked by independent consultants to ensure they comply with systems and controls.
- We demonstrate quality checks to the client throughout the course of the works to ensure there are no defects.

These regular checks result in the reduction of building costs and improve the effectiveness of the service.

After Sales Care and Effective Repairs Service

Our After Sales personnel work closely with clients too ensure high levels of service are delivered quickly and efficiently from initiation until completion of the defects period. We tailor our customer service to suit each individual clients needs.

On completion of each project we carry out customer satisfaction surveys to measure levels of customer satisfaction through the use of KPI's. We have a committed member of our management team who is then responsible for collating and analysing this information, in order to learn from each project.

We will provide around eight weeks notice before practical completion of each project and will ensure that upon presentation to our clients, the scheme is completed fully and is safe for residents to begin use uninterrupted. Within the eight weeks of practical completion our staff ensure the client's requirements are met with confidence.

Prior to completion, a demonstration of and explanation of the operation of all installations and mechanisms will be fully explained, in order for this to be expressed clearly to residents and reduce the amount of defect call outs.

Following completion we take responsibility for any defects, or other faults as defined in the Contract. In a situation where a back up facility may be required such as heating facilities, we take responsibility for supplying and running these facilities.

Our contractors respond quickly and efficiently in all situations where a repair is required. We use four 'time periods' for response to any defects;

- **Within 8 hours**

This is when an immediate risk is posed to resident's health or security for example gas supply failure, or loss of water supply.

- **Within 24 hours**

When there is a risk to the resident or property if the repair is not dealt with quickly, such as a loose banister or a leaking roof.

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- **Within 5 Working Days**

For repairs that cause substantial inconvenience, for example minor plumbing leaks or faulty communal aerial.

- **Within 28 Days**

For repairs that do not cause serious inconvenience, such as repairs to tiling, or plasterwork.

We will attend to defects within the timescale noted above. Our staff will also produce a report including the defect, date of the report and date it was rectified.

Signed by

R J Barwick Director

On behalf of BLAC (Brownfield Land Assembly Company)

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