



# TERMS OF BUSINESS

'Let us transform your home'



01305 300608 • [info@jbroofingandcleaning.co.uk](mailto:info@jbroofingandcleaning.co.uk)



We would again like to thank you for accepting our written estimate. We are very much looking forward to completing your project.

**Providing our Services:**

Our aim is to always provide you with the services that:

- Use care and skill
- In compliance with commonly accepted practices and standards in the Roofing Industry.
- In compliance with England and Wales laws and regulations in force at the time we carry out the services.
- Substantiates the work we carry out. We take before, during and after photographs of the work we undertake for our customers. Please advise JB Roofing and Cleaning, should you not wish for us to take photographs at your property.

If the suggested date for commencement of works is not convenient for you, please let us know as soon as possible so we can pencil in another date for you.

You do not need to be in for us to complete the works as long as sufficient access can be provided. By signing our Terms of Business, it will be JB Roofing and Cleaning Ltd understanding that you have accepted the commencement date, which we have ordered.



### **Typical arrival time on the day of works commencement:**

We shall aim to be with you between 08:30am and 9:30am on the day of commencement, subject to location and travel times from Dorchester. We will communicate in advance if there are any changes to these timings.

### **Deposit payments, Progress Payments & Payment Terms:**

A deposit of 30% of the total accepted estimated value will be required when securing your booking with JB Roofing and Cleaning Ltd for all estimates over £500.00 in estimated value.

We take deposits for the following purposes:

#### **Materials and Supplies:**

Roofing projects require a significant investment in materials and supplies. We do reserve the right to request for additional deposit payment for bespoke material orders that are non-refundable.

#### **Secure the Contract:**

A deposit acts as a commitment from the customer to proceed with the project and secure a booking on our schedule. This way, JB Roofing and Cleaning can plan its resources and workforce accordingly.

#### **Labour and Preparatory Costs:**

Roofing projects involve various upfront costs, such as labour for preparation work, material ordering, and site inspections. The deposit helps cover these initial expenses.

Once your deposit payment has been received, you will be sent a receipt for your records and your booking will be secured. The deposit payment will be deducted from your final invoice.

#### **Progress Payments:**

For all bookings over £5,000 in invoice value, a Progress Payment will be required as the work progresses through different stages and will be payable once the project has reached 50% of its completion. The Progress Payment will be 50% of the balance remaining, less the deposit paid (30% + VAT), which was payable to secure the booking.

The remaining balance will be payable upon completion of the project on receipt of invoice.



### **Payment Terms:**

Payment is required upon completion of work. An invoice will be sent to you via email or post for payment to be made. JB Roofing and Cleaning Ltd accepts cash or bank transfer to our business bank account (full details are detailed on our invoices). Should you wish to pay by Cash, Credit or Debit Card, please visit or call our office to make payment (01305 300 608). Regrettably, we are unable to accept cheque payments.

### **Roofing Investigations:**

If you have accepted a Roofing investigation, we require for Roofing investigations to be paid in full prior to our commencement to secure our time to fully investigate any Roofing matters at your property. Should you proceed with any further Roofing works, the Roofing Investigation fee will be deductible from your final invoice.

### **Exterior Cleaning - including but not limited to, Patio Cleaning, Gutter, Fascia, Soffit and Roof Cleaning:**

JB Roofing and Cleaning Ltd request use of an outdoor tap, including water facilities along with the use of an electrical socket for Exterior Cleaning bookings. The costs of such facilities will not be reimbursed by JB Roofing and Cleaning Ltd.

### **Commencement Date:**

Where possible, the works will commence on the date agreed and will be completed in most cases, subject to weather, within a reasonable timescale.

Should works not be able to commence on the suggested date, an alternative date will be offered. JB Roofing and Cleaning will call you on the day to advise if your works cannot commence on the planned date. Please be advised that calls will be made generally within our office hours – 09:00am to 16:00pm.

If there is the opportunity to bring your Roofing Work forward, we will be in touch to offer this date to you.

JB Roofing and Cleaning Ltd cannot be held responsible for extension of specified times on contracts due to delays caused by additional instruction by the client, third parties, unavailability of materials from third parties, adverse weather conditions, explosions or circumstances beyond our control \*force majeure.

### **Cancellations:**

Once we and you enter into a binding contract you will not normally be able to cancel where the works are to be started within 14 days, except:  
Where the consumer has the statutory right to cancel.



Where the works will not commence within 21 days you will be entitled to a 14-day cooling off period, where we would require cancellation in writing to the following email address:

**info@jbroofingandcleaning.co.uk**

If we agree to cancel, then you will be responsible for the cost of:

Any materials we are contractually committed to buying up to the date of termination. Any materials we have purchased will be delivered to you on receipt of payment except where the consumer has the statutory right to cancel.

We reserve the right to deduct the amounts for which you are responsible from any deposit you have paid. Any remaining deposit will be returned to you. If the amount owing is greater than the deposit, we will invoice you for the amount in excess of the deposit.

#### **Scaffolding Hire (if required):**

If we have specified on our estimate that scaffolding will be required for your work, JB Roofing and Cleaning Ltd will act as an intermediary and will take responsibility for arranging the erection of the scaffolding on your behalf in line with your work commencement date. Scaffolding is usually erected during the working week prior to our commencement; however, can be on the working week if you have a booking, which is mid-week onwards with us.

JB Roofing and Cleaning Ltd are not able to directly influence erection or off-hire dates and times with our scaffolding suppliers. We do ask that customers are able to allow access to your property for the erection and off hire of the scaffolding.

When all works have been completed, JB Roofing and Cleaning Ltd take responsibility for settling payment upon receipt of our invoice being paid. Please be advised that scaffolding will not be taken down until full payment has been made. Please be advised that in busy periods, scaffolding off-hire time scales may vary.

By instructing JB Roofing and Cleaning Ltd to arrange Scaffolding Hire on your behalf, you will be bound by the Terms and Conditions of Hire of the Scaffolding Provider, which can be obtained directly from the provider or a copy of the Terms can be requested from JB Roofing and Cleaning upon request. Please be advised that additional hire fees and or pavement licence fees may be applicable, should the hire period extend four weeks.

JB Roofing and Cleaning Ltd cannot be held responsible for any damage caused by the hire. A complaint must be raised directly to the scaffolding provider.



### **Estimates:**

Estimates are provided with as much detail as possible to avoid any misunderstandings. If an area of work is missing from your estimate that you would like included, please let JB Roofing and Cleaning know and the estimate will be revised accordingly.

Any additional works found necessary are to be agreed with the client and a separate revised or 'extra to contract' estimate will be provided.

Estimates are provided on a best endeavours basis only. Unless a fixed price quotation has been submitted to the customer: work will be charged based upon an agreed-upon hourly labour rate plus the price of materials provided by JB Roofing and Cleaning Ltd. This project may include the time taken to research, source, and purchase any materials provided.

JB Roofing and Cleaning Ltd do ask customers to thoroughly check the estimate sent and works included.

### **Liability:**

JB Roofing and Cleaning Ltd can only be held liable for the extent of works conducted by JB Roofing and Cleaning Ltd. No liability shall be accepted for defects in existing installations or with respect to parts not supplied by JB Roofing and Cleaning Ltd. JB Roofing and Cleaning Ltd cannot be held responsible for any additional defects to other areas of the Roof that arise after our completion of works.

JB Roofing and Cleaning Ltd cannot be held responsible for any loss or damage to property, materials, or personal injuries to individuals caused by the personal actions of the customer or other household members or guests before, during, or after such works have been completed.

JB Roofing and Cleaning Ltd will not be held responsible for making good any interior works such as plastering or decorating.

### **Health and Safety:**

Our Company places the highest priority on the health and safety of our customers. We are committed to providing products and services that meet or exceed the highest safety standards, ensuring the wellbeing of our valued customers. JB Roofing and Cleaning Ltd has a Company Health and Safety Policy in place, that is followed at all times by our Employees and Subcontractors. A copy of our Health and Safety policy can be requested upon request, along with copies of our Risk assessments.



The considerations of the company's works do not take priority over the Health & Safety of employees, subcontractors, and other affected parties.

The company gives authority to all employees and subcontractors to stop work immediately in the presence of what they consider an imminent and serious danger.

If an employee or subcontractor feels like their or another person's safety will be adversely affected by continuing with a task, they can stop work immediately and inform a manager or supervisor. If any employee or subcontractor spots any of their colleagues in imminent danger, they should inform them and again let a manager or supervisor know of the situation.

If for any reason, the employee or subcontractor does not feel that their concerns are being taken seriously by the appointed manager or supervisors, they should be brought to the attention of company ownership as a matter of urgency.

### **Workmanship Warranty:**

JB Roofing and Cleaning Ltd warrants to the homeowner that the works carried out on our estimate will be free of defects in workmanship. Should a failure occur due to defects in workmanship that may cause leakage or loss of shingles, JB Roofing and Cleaning Ltd will repair such problems by supplying labour for a twelve-month period from the completion date of the works completed.

The workmanship warranty is not transferable and will only be valid on the estimate completed and works prescribed and carried out at that time by JB Roofing and Cleaning Ltd.

The warranty items are to be repaired only by JB Roofing and Cleaning Ltd and the customer must notify JB Roofing and Cleaning Ltd within 48 hours after the problem has been discovered. JB Roofing and Cleaning Ltd will not be liable for roof or structural damage resulting from normal wear and tear, including but not limited to: ice damage, hailstorms, foreign objects, storm damage or hurricane force wind and rain.

In addition, any fungus, bacteria, infestation, UV degradation, rust or corrosion resulting in metal or wood decay will not be covered. This warranty is in lieu of all other express and implied warranties of merchantability and fitness for a particular purpose and is limited to the duration of this warranty. JB Roofing and Cleaning Ltd shall not be liable for any incidental, consequential or special damages of any form. This includes damage to the interior or exterior of any building or replacement not authorised in writing or performed by JB Roofing and Cleaning Ltd.



## **Complaints:**

At JB Roofing and Cleaning Ltd, we pride ourselves on our highest standard of work and aim to provide five-star customer service. Customer feedback is important to us, we are continually striving to improve our services and we value any suggestions to help make this possible.

This procedure outlines the aims of our business when dealing with complaints and sets out what our customers can expect.

If at any stage you have concerns or wish to make a complaint, call our Poundbury Office on 01305 300 608 to discuss the nature of your concern. Any issues raised will be dealt with as a formal complaint under the Complaints Policy. We request that all complaints are made in writing using our 'Complaints Form', which can be found via our website.

We shall aim to acknowledge the complaint within three working days and offer the opportunity to discuss any concerns face to face. Any complaints received will be investigated fairly, efficiently, and consistently. If the complaint is regarding a staff member, we will investigate by talking to the team member/s involved and take any necessary actions. If the complaint leads to disciplinary procedures, we will inform the complainant of that fact but will not discuss the outcome of our confidential internal procedure. If the complaint is regarding the works supplied the customer shall afford the company and its insurers the opportunity of inspecting such works and carrying out any remedial works if appropriate. The complainant will receive a response to the complaint within 28 working days of its receipt. If for any reason it is not possible to deal with the complaint during this period, we shall write to the complainant with the reason for this delay. This does not affect the customer's rights to remedy under the Consumer Rights Act 2015.

## **Time Limit:**

We ask that a complaint be received no later than six months after the event occurred. The time limit will not apply if we are satisfied that the complainant had good reason for not making the complaint within the time limit and we are still able to investigate the complaint fairly and effectively.

## **Dispute Resolution:**

If we cannot resolve any complaints using this complaints procedure, we have access to an Alternative Dispute Resolution (ADR) service.



### **Partial Payments:**

We also reserve the right to request for partial payments, should external factors outside of our control prevent us from completing our work in the assigned timescale. This will be calculated on a prorated basis, which factors labour and materials.

### **Public Liability:**

JB Roofing and Cleaning Ltd carry full Public Liability of £5,000,000.00 and Employers Liability of £10,000,000.00. A copy of our insurance documentation is available to the customers upon request.

### **Next Steps:**

Once you have made your deposit payment, we will send confirmation that your booking is secured with us.

If you have any further questions in the meantime, please do not hesitate to contact me on our office telephone number: **01305 300608** or by emailing: **info@jbroofingandcleaning.co.uk**.

We would like to take this opportunity to thank you once again for accepting our estimate and we shall look forward to completing your Roofing Work.