

(Alpine) - Making your house a home again – useful guidance...

Dedicated team member responsible for your repair project	Alpine Administration Team have been appointed to look after you and your repair project. If you have any queries or concerns regarding any element of the building works then please contact them.	Tel/Email: 01702 584424 admin@alpineconstructionessex.co.uk
What if you need to escalate a concern?	Alpine Administration Team take complaints very seriously, and look to ensure these are given the highest priority. Unfortunately and despite everybody's best efforts, there are times when things may not go to plan. The Admin Team have been appointed to manage any complaint you have. The Administration Team role is to act as an independent resolution manager, ensuring that any concern you have about Alpine is handled impartially, fairly, aligned with FCA guidelines, and to a timetable agreed with you.	Tel/Email: 01702 584424 admin@alpineconstructionessex.co.uk
What is covered by your Policy	Your insurer has tasked Alpine with putting right <u>only</u> the damage that has occurred as a direct result of the Insurance claim that you recently reported. Full details of the work Alpine have been authorised to undertake are listed in the accompanying Schedule of Work. If you have any queries in relation to the scope of work then please do not hesitate to contact the dedicated member of Alpine as detailed above.	
Excess Collection	PAID	
What's not covered by your policy	This attached authorised schedule of works has been compiled to show the work necessary to repair your property as far as we can be aware at this stage. Your schedule of work lists in detail the works to be completed, however if during the course of the work we find that certain elements are not required to complete a good repair/reinstatement then this will not be undertaken. Anything which is <u>not listed</u> will <u>not be</u> undertaken. For more information about the nature and extent of your cover please refer to your policy booklet.	
Materials	Please supply us with any references for any material choices (i.e. wallpaper, paint colours, tiles and laminate flooring etc), prior to the works starting to prevent delays or sourcing issues. In this regard, please be mindful of your allocated financial allowances in respect of material choices but if you wish to purchase materials of a greater value then you will have to pay the difference . Please advise us of your choice/choices as soon as possible as failure to do so may mean a delay to the repair and try and source materials locally as these are likely to be more readily available. Alpine are unable to order any materials by internet, refer to schedule of works re purchase of materials.	
Preparing for our arrival	It is your responsibility to clear/remove furniture/contents from the room(s) in which we will be working. Should you leave them in place we cannot be held responsible for loss/ damage to these items during the course of the works. Failure to clear the work areas may cause a delay to the repair process.	
Access for our tradesmen	Alpine understands that you may not be able to give our tradesmen access to your property every day but it would assist if you were present on the first day of the work to meet the tradesmen allocated. We are usually provided with a key and if you are comfortable with this arrangement then please advise us accordingly. Alternatively, you may want to arrange access yourself or via friends/family who live in close proximity to your property. Again, if you have any special requirements in this respect we will be delighted to discuss and agree them with you. Failure to allow us access when arranged may cause a delay in the reinstatements to your property. In the event that you need to vacate your property for a period of time due to the nature of the repairs then returning during the work needs to be with prior agreement with Alpine and/or your insurer due to health and safety and your own wellbeing. It is also your responsibility to notify us if you have other contractors working in your property during the programme of works.	
Work/Materials Guarantee	Works completed by Alpine Construction carry a 24 month guarantee in respect of quality of workmanship and materials used commencing from the date of installation of any particular material or work undertaken. If material or appliance warranties from the manufacturers are limited to less than 24 months then the warranty will be limited to this length of time -usually 12 months. On completion of the works we will also ask you to sign a completion certificate.	
Agreed Start Date:	Anticipated Completion Date:	Signed (Customer) : Date:
		Signed Alpine: Date: