



Installer Charter

Contract

- A written estimate / contract must be signed and agreed before work starts
- All work quoted must be 'required or requested' and charged at a fair market rate
- Timescales for work to be completed must be agreed before work starts
- Days/hours of access for work to take place must be agreed before work starts
- No more than 50% deposit shall be requested before completion of work
- Members must explain the iKBBi complaints resolution process prior to starting the project

Workmanship

- Produce finished work to a satisfactory standard
- Members should take responsibility for all work you are charging for e.g. plastering, tiling etc
- Members must abide by the iKBBi standards and guidelines

Service

- Members should be honest, courteous and polite in all dealings with the customer
- Members should clear the rubbish from the room each evening
- Members should clear the rubbish from the site at the end of the project (unless otherwise agreed)
- Members must behave in a way that maintains the high standards and integrity of the iKBBi

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Safety and Law

- Members must maintain a safe working site until the job is complete
- Members must comply with all relevant laws, regulations, standards and codes e.g. WEEE and COSHH Regulations
- Members must check that any tradesmen they bring onto an installation comply with the relevant legislation. Associate members registered with iKBBBI have been vetted, however it is still the iKBBBI members and consumers responsibility to ensure they are confident in their ability to carry out agreed work
- Members must issue the customer with their CORGI Certificate for all the gas work carried out. This must be issued before the last day of their installation
- Members must issue the customer with their Part-P Certificate for all the electrical work carried out. This must be issued before the last day of their installation

After Sales and Complaint Resolution

- Any changes to the price, timescales or finish on the original estimate must be explained as they occur – not at the end of the project
- Members must complete the work to the standard agreed in the written estimate
- Members should remain polite and friendly even in a dispute
- Members should follow the iKBBBI Complaints Resolution Process in the event of a dispute

Visit our website for further details

www.ikbbi.org.uk

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