



Dear Customer,

We would like to improve our after sales response to your clients and we need your help to achieve this. We realise the demands of the new homeowner and their expectations, not least the frustration and inconvenience caused by any remedial actions required.

In order to achieve this goal, we must first identify the responsibilities of both the developer and Portico GB Ltd, its warranties and procedure for after sales issues.

Enclosed with this letter is our installation guarantee. This covers the items that we include as part of our warranty. We also enclose the manufacturer's warranty, if applicable. These can be made available to your clients, if requested.

Scratched glass is the most common remedial item, so we have included a copy of the GGF guidelines for sealed unit glazing. These are the standard to which we at Portico GB work.

Portico GB Ltd intends to respond to after sales issues as below: -

On first notification, decide if the job is urgent (i.e. lock failure) or non-urgent. If urgent the job is to be progressed immediately.

If not urgent will respond in writing to the developer within 48 hours and identify the request for assistance, with a job number.

3. If not urgent within one week, the job should be progressed by means of an appointment and or notification to the clients that parts are on order, with an idea of an expected completion date.

Or

The developer contacted if we require an order number, with a suggested cost, We have included a menu price guide.

Or

The request returned as a "not ours" or "out of warranty" item.

4. We expect to complete non-urgent remedial in 20 working days.

Notification to the developer that the job is complete, with any customer Comments and the return of any applicable paperwork.

Portico (GB) Ltd will only use employed staff in sign written vans, with Appropriate identification to call on the developer's clients. We will only call Between the hours of 8.a.m. to 5.p.m. Monday to Friday unless by prior arrangement.

We will only respond to written requests for work from the developer rather than verbal requests from the occupant.

Managers and directors of Portico(GB) Ltd will be available to both the developer and their clients if required.

By the use of a job number from the start this will make communication easier for all and help us to monitor our after sales performance. We do however require some assistance from the developer.

Our after sales department is to respond only to occupied properties, any other requests for snagging, extra works or variations to stock or completed houses, are to be directed to the installations manager.

In the first instance we need the request in writing, by post, fax or e-mail. We also need the plot number and postal address preferably with the client's phone number, both day and evening. We also need an accurate description of the complaint and a date of occupation. Any failure with these requests may slow down our response.

Over the last year we have had to chase sites, in particular, for details of the client's name, address of the property and contact number of the client. This has resulted in frustration on the part of after sales having to chase this information.

If work is to be charged for, an order number where possible, is required before the work is started. It is unfortunate that after sales issues are the last to be paid.

This can and will have an effect on our performance, a report on the developer's account status will be issued to after sales to monitor this.

There has also been a slowness in some areas to receive order numbers, where there is a charge to be made, which in turn makes it difficult to complete a job in the required charter time.

We have been having problems with the reluctance by developers to pay for adjustments. Please can you note item 7 on Portico's Installation Guarantee, which clearly states "Portico is not responsible for product adjustments post installation".

May it also be noted that we do not make adjustments to wardrobes, post installation and have shown a diagram on the back of our Installation Guarantee, which explains how to make adjustments to wardrobes.

Contacts.

Woolpit
After Sales

Woolpit
Installations

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We trust that this statement gives us all a starting point to work from, we shall monitor our performance during the next few months and are happy to work with our clients to improve our service. If we can work as a partnership, I believe that we would all benefit the owner occupier.

Yours faithfully

Jason Warren
After Sales Manager.



Customer Care Charter

Portico GB Commitment

Portico GB Ltd takes a practical view and does not hide behind small print in terms and conditions. The new build industry is a fast, slow business and is subject to forces such as sales, handovers, lack of sales, year ends etc we understand this and attempt to work in a pragmatic and realistic manner to meet our customers needs. No company can always meet the level 100% of the time and prioritising unfortunately does occur however keeping the customer informed is essential to ensure that customer satisfaction can always be maintained.

- We will carefully consider all enquiries from our customers with total confidentiality and deal with them in a reasonable way and within a reasonable time.
- We will carefully consider customer's requests and give priority to the most urgent.
- If we have agreed dates of visits, we will do all we can to make sure we meet them.
- On first notification we will assess if 'urgent' e.g. security issues or non urgent, if urgent the issue will be dealt with as soon as physically possible.
- If chargeable we will seek an official order from the developer before we progress but if classed as urgent we will be very pro active in chasing the order to ensure that the issue is dealt with as soon as possible and the house holder is kept informed of progress
- If non urgent we will do our best to take this action within 20 working days of receiving information about the issue.
- We will do our best to return all phone calls within 24 hours, where possible.
- We will monitor our complaints and quality management systems and review them regularly.

Code of Conduct

Our Code of Conduct sets out the high standards we expect from all our members of staff from fitters to administration staff. These standards ensure that our staff will always:

- Be helpful, considerate and polite at all times.
- Be qualified and professional
- Respect the customers house as a 'home'
- Attend to remedial work with honesty and integrity
- Work in a considerate way and adhere to health and safety regulations at all times.
- Within reason, leave your home and property as clean and tidy as when they arrived.

The charges for parts, labour and details of terms and conditions are set out on a separate list which will always be communicated to our customer after the specific remedial has been assessed.