

City & Country Customer Care Charter

1) Summary of Requirements for Inclusion in the Home Owner's Manual

The Supplier/Subcontractor is required to provide clean copies of user instructions and maintenance requirements for all equipment and visible fittings for each plot for inclusion in the Home Owner's manual. The information provided will be unmarked, free from creases, cuts, tears etc. and will be plot specific.

Where equipment or fittings are general to a block/building/site then the information will be provided in a format/quality so that it may be adequately copied.

The Supplier/Subcontractor is also responsible for providing details as to the specifications within the property e.g. a full listing of the paints and tiles used. This can be general to the phase of the development if this differs between plots.

Note: Any relevant certificates such as Gas Safe Certificates, Building Regulations Certificate of Electrical Compliance or Sound Tests must also be included at this stage. City & Country will not accept completion until all the relevant certification has been received from the Subcontractor.

The minimum information required is as detailed below:

- All instruction/user manuals and troubleshooting guides for all products, appliances, fittings, white goods, sanitary ware etc.
- Warranty details and instructions with serial numbers for all relevant appliances etc.
- Energy Performance information for appliances
- Product-care, maintenance and cleaning advice for sanitary ware, flooring, tiling, surface finishes, kitchens etc.
- Any relevant information regarding installation and servicing.

This information consists of, but is not exclusive to, the following:

Electrical

- Light fittings
- Switch plates
- Ventilation systems
- Door entry systems/alarms
- Smoke detectors
- Towel rails
- Appliances such as – fridge/freezer, oven, hob, microwave, washing machine, dishwasher

Mechanical

- Sanitaryware
- Shower/bath screens
- Brassware
- Insinkerator/Waste disposal
- Boilers/heating systems
- Radiators including fittings
- Towel rails

Tiling

- Details of all products used – tiles, grout etc.

Joinery

- Doors
- Ironmongery
- Cappings/thresholds
- Windows

Floor Finishes

- Carpets
- Timber flooring

Kitchen

- Unit/surface care

Decorating

- Details of all products used – paint, mastic etc.

2) Call Out Requirements for Subcontractor

It is the responsibility of the Subcontractor to organise and complete any necessary works to resolve a reported defect, within the time allocated, and also to report the completion of the work to City & Country Customer Care.

Upon receipt of notification of a defect from a Customer, City & Country Customer Care will email a Remedial Works Order (RWO) to the relevant Subcontractor.

The RWO will identify a priority category and timescale that has been allocated to the defect. The Subcontractor will rectify the remedial works within this period as detailed below:

Category	Description of items within each category	Typical Examples	Timescale for Subcontractor to rectify RWO
Urgent	Items that will mean that the unit is uninhabitable, structurally unstable or insecure and as such would invalidate any insurance cover within 24 hours	<ul style="list-style-type: none"> • Major leak – see main definition • Major drainage blockages – resulting in flooding or damage or/all bathrooms not functioning • Complete power failure –ensure that it is not a Service Provider issue and Customer basic checks have been carried out • Complete central heating and immersion heater failure in cold weather – however provision of temporary heaters could result in this being re-categorised to Important • External door or window failure – so as to invalidate security of property • Any health & safety issue that could cause danger to life – e.g. gas leak, exposed electrical cable which is not covered by the Emergency Services, cannot be isolated by the Customer and is the responsibility of City & Country 	Within 24 hours
Important	Non-Urgent items that would cost significantly more to rectify if categorised as Minor.	<ul style="list-style-type: none"> • Water ingress, leaks, dripping overflows and gutters causing damage and saturation to the building • Blocked drainage – but not causing damage to property or a bathroom still functioning • External door or window failure – where alternative access or ventilation is available • Partial power failure –ensure Customer basic checks have been carried out • Partial central heating and/or immersion heater failure or complete central heating failure in warm weather 	Within 2–3 Working Days
Minor	Non-Urgent items that would cost little more to rectify if categorised as Minor.	<ul style="list-style-type: none"> • Easing doors and windows –operable but sticking • Shrinkages – outside of standard tolerances • Minor damp patches – drying out process • Minor snagging • Weeping gutter joints 	Within 7–10 Working Days

It is the Subcontractor’s responsibility to ensure that, upon arrival, their attending operative has a copy of the RWO. Failure so to do could result in entry being refused as City & Country will have previously advised the resident that the attending Subcontractor will have an individually numbered RWO as proof of authorisation to carry out the work.

Upon completion of the remedial work, the Subcontractor must ensure that the RWO is dated and signed by either the resident or a representative of the relevant organisation at which the work has been carried out. The Subcontractor will subsequently email the dated and signed RWO to City & Country Customer care via Customercare@cityandcountry.co.uk, thereby closing the matter. The Subcontractor may from time to time be sent an Outstanding Issues Report for incomplete RWOs. This report requires a response within 48 hours of receipt to confirm the proposed timescales to rectify any remaining actions.

Ref: C&C/C Care/01.12.15

Subcontractor Failure to Comply

In the event that the Subcontractor fails to attend or complete the work within the stated timescales the Subcontractor accepts that City & Country may instruct a third party to attend without further notice.

Exceptions

If the resident refuses to sign the RWO, the Subcontractor shall make note and return it to City & Country Customer Care, as set out above.

If the Subcontractor is unsuccessful in making contact with the resident, they will notify City & Country Customer Care department without delay.

The Subcontractor accepts that City & Country may carry out emergency repairs to a maximum cost of £1,000 to assist in continual occupation of a property. If in the event that the defect is found to be as a result of defective works by the Subcontractor, then the charge for the emergency works, rectifying the emergency repair and rectifying the defect will be charged to the Subcontractor.

All costs incurred by City & Country in carrying out any of the above mentioned actions shall be charged to the Subcontractor and will include a further administration fee of 15%.