

HIPs-at-Value

Service Delivery

It is important that requests for HIPs and EPC's are dealt with professionally and quickly and our Obligations to clients are:

- 1. To provide the services with all due care and skill and to the highest professional standards and will comply with all Statutory Regulations relating to the supply of HIPs and EPC's.*
- 2. We will respond to emails, facsimiles and telephone calls received on a working day by the end of that working day or on the next working day.*
- 3. We will conduct business Monday to Friday or in exceptional circumstances on a Saturday or Sunday by special arrangement.*
- 4. We will adhere to such reasonable complaints procedures required by the Certification Scheme who provide our licence to operate and promptly notify them in writing of any such complaint.*
- 5. We will comply with the Data Protection Legislation.*
- 6. We will ensure that all computers used for producing HIPs and EPC's are properly protected by anti virus protection software.*
- 7. We will provide the property owner a guide time of inspection, Morning, Afternoon or Evening. Where possible we will endeavour to provide a two hour time frame for the inspection.*
- 8. We will submit each EPC to an approved Certification Scheme.*

9. *We will maintain Professional Indemnity and Public Liability Insurance that is appropriate to the industry and satisfies industry standards.*

Telephone. 01423 541179

Fax. 01423 541179

Email. info@hips-at-value.co.uk