

Handover and Customer Care Policy

Introduction

LA1 construction are committed to providing excellent customer care through the course of a project. We aim to work closely with our clients to ensure developments meet the expectations and needs of the client, with a focus on delivering a quality product with minimal defects. We will ensure the client has a dedicated point of contact through a project. We adopt a right first time approach to our work, to minimise disruption to the client and ensure work is completed to a high standard

Project Handover Process

This Policy details our full handover process, although the process for each project will be agreed with the client:

3 months ahead of handover;

- ✚ Make all sub-contractors clearly aware of their handover responsibilities.
- ✚ Organise any Testing or Commissioning as required.
- ✚ Identify and organise any training required for the operation of systems within a building.
- ✚ List and make arrangements for the required Operations & Maintenance Manuals for handover.

Handover;

- ✚ Complete property inspection with client
- ✚ Handover operations and maintenance information as applicable.
- ✚ Provide any required statutory certificates and notices

Handover – 3 months after;

- ✚ Identify any defects arising and organise appropriate works to rectify, arranging access and details with building occupier
- ✚ Provide continuing support. As part of our commitment to **client/ end user satisfaction** we always aim to provide a high level of aftercare second.

- 🚧 Final training and commissioning.

6–12 months following handover; up to the end of the agreed liability period:

- 🚧 Building walk-rounds.
- 🚧 End of defects period review.

Defects

We have a comprehensive process for minimising and addressing any:

- *Proactive building checks;* carried out regularly to actively search for potential defects.
- *Consistent sub-contractors;* used to remedy defects are the same as those originally used.
- *Lessons learnt;* we will continue to seek building data from the building's Facility Managers to establish the best ways of working to implement on projects going forward.

Customer Care

We are committed to meeting the needs of clients and customers in a responsive and flexible manner, ensuring that high quality standards are achieved throughout all stages of a project.

We are dedicated to achieving Customer Satisfaction with a clear objective of long-term relationships and committed to a problem-solving partnering approach.

Our Customer Care Initiatives include;

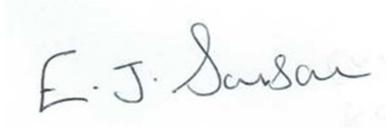
- 🚧 A fully managed Complaints Procedure
- 🚧 Training and Development of staff
- 🚧 Recruitment Policy
- 🚧 Implementation and monitoring of our Equal and Diversity Policy
- 🚧 KPI's monitoring our performance
- 🚧 Identifying customer's special needs
- 🚧 Company embossed clothing and vehicles

Complaints

The Company recognises that timely resolution of complaints is an important factor in good company management and is an essential tool for self improvement. All complaints reported to the Company will be recorded and will be forwarded to a senior member of staff for them to make an assessment of the complaint and what action is to be undertaken. Within the assessment they will indicate a time period to rectify the immediate problem and

a close out date by which the incident will be concluded. The decision made by the senior member of staff will be communicated with the complaining party on the day of his decision.

Signed for and on behalf of LA1 Construction Ltd:

Handwritten signature of Elliot Sansom in black ink on a light blue background.

Elliot Sansom

Managing Director

Handwritten signature of Sam Mayer in black ink on a light blue background.

Sam Mayer

Managing Director

Date: 01/03/2021