**HOMEOWNER SERVICES REQUEST FORM**

You can complete this form on a word processing app or print it and scan it, and send back via email to:**servicing@farmwood.co.uk** **📧**

**By returning this form, you are agreeing to Farmwood M&E Services Ltd.’s terms & conditions at the end of this form. If you have not received the T&Cs, please contact our service team before completing this form.**

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| **Prior to completing this form; please state if you have contacted the unit manufacturer on whether the unit(s) in this request are covered by the manufacturer’s warranty (*please tick one*):** |
| The unit is in full parts and labour warranty |  | The unit is out of warranty |  |
| The unit is in parts-only warranty |  | I don’t know |  |

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| Have we visited this property within the last two years? We may have your details! If so, please tick this box: |  |

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| **YOUR DETAILS – Customer info and invoicing details** |
| **Client Contact Name** |  |
| **Contact No. + Email** |  |
| **Invoice Address** |  |
| **Post Code** |  |
| **Please confirm this is the invoice address that will appear on Farmwood’s invoices***Invoices will be emailed by default* | *I confirm**(please tick)* |  |

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| **WHERE IS THE ISSUE?** |
| *Please complete if these are different from the invoice/client address details* |
| **Resident Contact Name** |  |
| **Resident Contact No.** |  |
| **Resident Contact Email** |  |
| **Property Address** |  |
| **Post Code** |  |

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| **PROPERTY DETAILS** |
| **Property Type (E.g. Flat, house)** |  |
| **How many bedrooms?** |  | **Is the property a ‘new-build’?** |  |
| **Parking info/availability (Free?)** |  |

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| **The Appointment** |
| **Would an A.M. or P.M. appointment suit best?** | A.M. |  | P.M. |  |
| **Contact requirements (Should we: Call ahead, concierge, find a key box, etc.?)** |  |

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| **What kind of works do you need?** |
| Call Out |  | Commissioning |  | Service/PPM |  | Duct Survey |  |
| Flat Pack/Rebuild |  | Installation |  | System Survey |  | Service Contract |  |

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| **What is the system type you need us to visit?** |
| Ventilation |  | Air Quality |  | Air Conditioning |  |
| Water |  | Electrical |  | Gas |  |

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| --- | --- | --- |
| **Number of systems/units?** |  | *For more than three units, please write details in notes below* |
| **Unit Details** | **1.** | **2.** | **3.** |
| **Manufacturer** |  |  |  |
| **Model Name/Number** |  |  |  |
| **Serial number, if available** |  |  |  |
| **When was the unit fitted/purchased?** |  |  |  |
| **Access requirements: Anything we should know to get to the unit?** |  |  |  |
| **Do you have authorisation to go ahead with works?** |  |
| **Describe Your Issue/Request or additional information if multiple systems are part of the request.**Please send any photos of the system(s) that will help identify/diagnose any issues |
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**TERMS & CONDITIONS AND PRICING v4.2.2**

**The Works:**

* Thank you for your enquiry with Farmwood; these terms outline the cost and requirements to carry out service, inspection, and/or maintenance works.
* We have assumed adequate and safe access to the area of work. If there are any issues with access; such as loft access, high installations, small access points, or adjacent works, please supply this information on the request form.
* We will leave the work area as we found it and all works will be carried out to, but not limited to the manufacturer’s recommendations.
* Confirmation of booked appointments will be sent with a works information sheet and the agreed costs, any deviation of which will be further agreed in writing.
* Works will only commence with the confirmation of the quote provided by the person requesting the attendance or upon receipt of a purchase order and pro-forma payment.
* To enable us to deal quickly and efficiently with your query, please provide as much information as you can.

**Scheduling:**

* All works will be carried out during normal working hours, which are Monday to Friday, from 8am up to 4pm (excluding Bank Holidays), unless agreed otherwise.
	+ If any unforeseen issues arise with the works that require additional time; this will increase the quoted cost and will require further communication.
* If works ‘out-of-hours’ are required, these will incur an additional charge.
	+ This will be communicated and must be agreed prior to any works commencing.
* All proposed bookings are “To Be Confirmed” until such time that the client agrees, either in writing or via recorded phone call.
	+ TBC slots will be retained for up to 5 working days and no later than 2 working days prior to the appointment, after which time the client may be subject to lose their proposed attendance time if not agreed.

**Transportation:**

* Transportation will be charged additionally to the estimated price for works if the unit(s) require a larger vehicle.
	+ This will be communicated and must be agreed prior to any works commencing.

**Labour:**

* A Farmwood engineer and their team will usually attend to carry out the works. In some cases, we may authorise a suitably qualified contractor to assist with the work, which will be communicated prior to attendance.
* All labour will be suitably qualified for the works they are undertaking.

**Scope of Works:**

* The scope of works will be agreed prior to works commencing by both parties.
* In most cases, a survey of the site will be required prior to quoting for works.
* If a survey is unable to be carried out, the works will rely on the Flat Pack Request form being fully completed with site conditions, access dimensions and adjacent works expected during the proposed works.

**Reporting:**

* A report and adjoining inspection checklists will be generated upon completion of the visit.
* A copy of the report will be automatically emailed to the customer who agrees and provides payment for the works.

**Further Works:**

* If additional works outside the scope of this agreement are suggested by Farmwood, a quotation will be provided for the works, and are to be agreed prior to any additional works commence.
* For companies, a Purchase Order or written variation to a previously supplied Purchase Order **will** be required.

**Charges:**

* Work attendance and duration times are subject to change and any changes will be communicated prior to attendance.
* Works that require re-visits will be quoted for after the requirement has been identified. This quote will be agreed and confirmed by the person requesting the works.
* Works that require a longer visit, additional equipment, or multiple operatives, will require further quotation from one of our service team.
* Works that incorporate multiple units under one customer, multiple properties within one building or post code, or requested periodic service plans greater than one year will require further quotation from one of our service team.

**Additional Charges:**

* Parking and congestion charges will be automatically applied dependant on location.
	+ This charge will only be removed if the client will provide allocated parking necessary for the number of attendees that will not in itself incur a charge.
* Hire of specific access equipment, if applicable.
* If Farmwood supply the parts;
	+ There will be a 14% surcharge to its cost to cover carriage and handling.
	+ Ordered parts that are requested by the customer but rendered unnecessary on the job will be invoiced at 40% of the originally quoted item.
* Additional equipment requirements, such as FLIR, core-drill or see-snake cameras.
* Additional sundries, such as electrical or plumbing parts.

**Warranties:**

* All parts replaced will have a manufacturer’s standard 12-month parts-only warranty period, unless advised otherwise.
* If there is a failure within one week of a repair being made, Farmwood will return free of charge.
* If the failure is deemed to have been caused by the customer, site or its conditions, then the visit will be chargeable at our minimum charge.

**Retentions:**

* Under no circumstances do Farmwood enter into retention agreements or contracted discounts.

**Cancellation Terms:**

* If the client requires the visit to be cancelled on the day or is unavailable for the appointment without prior notice, they will be charged for the visit in full.
* If the client requires the visit to be cancelled the day before, they will be charged 75% of the visit.
* For any cancellations more than a day in advance, there will be no charge.
* If the unit or any part of the system that requires access is unable to be located or is inaccessible, then you may still be charged for the visit.
* In the event of non-attendance by the client, the attendee will wait for a maximum of 15 minutes after their arrival before resulting in an abortive visit, and this will be chargeable at the full attendance rate.

**Invoicing and Payments:**

* Farmwood will invoice the client or company who supplies the purchase order or authorisation.
* Please note that invoice payment terms are strictly 30 days from provision of invoice.
* Payment can be made via:
	+ Bank transfer by the details provided on the invoice.
	+ Card payment by phone by calling the Farmwood HQ on 01795 857840 and asking to speak with Accounts (These calls are recorded and will be disabled before any bank information is requested).
* Invoices will be emailed to the specified contact unless another method is requested, which will then be considered.

**Credit Check:**

* Companies will be subject to a credit check prior to works being agreed.
* If Farmwood deem the credit check to be adverse, they will require 100% payment for the quotation provided as a pro-forma invoice to be paid before any works commence.
* A company registration number will be requested to confirm the check.

**GDPR Privacy Policy:**

While dealing with us, we may ask you to provide us with detailed personal information relating to your existing circumstances and your financial situation.

What do we mean by ‘personal data’ and how we collect it

* Your personal data means any information that describes or relates to your personal circumstances for example name, address, National Insurance number. We collect information about you from your initial consultation in relation to providing accounting and related services.

How we use your information

* While handling your personal data we will (a) record and store it in our paper files and on our computer systems, (b) submit it to relevant governing bodies, (c) use it for the purposes of responding to any queries you may have, (d) occasionally send you marketing material we feel may be of interest.

Sharing your information

* Farmwood will not share your information for marketing purposes with any other companies other than those mentioned above.

Security and retention

* Your privacy is important to us and we will keep your personal data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard your data against it being accessed unlawfully and maliciously by a third party.
* Your data will be retained by us either electronically or in paper format in line with our governing body’s guidelines.

Your rights in relation to your personal data

You can:

* Request copies of your data that is under our control
* Ask us to further explain how we use your personal data
* Ask us to correct, delete, restrict or stop using your personal data (details on request)
* Ask us to send an electronic copy to another organisation should you wish
* Change the basis of any consent you may have provided to enable us to market to you in the future (including withdrawing any consent in its entirety)

Changes to our privacy policy

* We keep our privacy policy under review and if there are any changes, these will be uploaded to our website www.farmwood.co.uk. This policy was last updated on 25 May 2018.

Please contact us if you have any questions about our privacy policy or information we hold on you