

### **Before the installation?**

- Please clear the work area and ensure there is clear access between the front/back doors and the work area. As our team may be carrying tool bags and large appliances we need to ensure there are no obstacles or trip hazards.
- If you are concerned about any flooring or objects/furniture, please ask our engineers to supply dust sheets or towels. Please note all works create mess including dust & dirt. Dust sheets and towels may be a basic cover but cannot keep all dust and dirt out.
- If you have any questions about the works, please let us know beforehand, changes on the day may not be possible. Please ensure you have read your estimate/quote carefully.

### **On the day of the installation?**

- Please ensure parking is available on the property or next to the property. We may arrive with a number of vehicles. Our team need to carry heavy tool bags or materials and will be going back and forth to the vehicles, so easy access is needed.
- You'll need to be at the property to allow our engineers access. You will need to ensure the property is locked/secure when we leave.
- Our team will be in and out of the property constantly and so doors or windows may be open so it is best if pets are kept in a separate secure area away from where the engineers are working.
- Due to health & safety it is often impossible for our team to take off their footwear but if you wish us to put on shoe protectors we will do so upon request, if safe to do so. Please make our team aware of this before they enter the property.
- Please make available a toilet and a sink for our team to use and please tell them where they are.
- If you have any 'house rules', please let the team know prior to or on arrival at the latest.
- Please allow our team access to drinking water and let them know where they can find it.
- Our engineers will only remove rubbish and appliances/materials as described in your estimate/quote.
- Our team will do a "builder's clean" before we leave the property - this is NOT a standard house clean. It is the removal of rubbish and initial dust & debris from the work area. If you are having work which creates dust, please be aware that dust and dirt can repeat-settle for sometime afterwards.

We thank you for your help.