

GENERAL NOTES

Information Sheet (GN1)

Preparation

Removal of Floor Coverings, Furniture and Personal Items

Prior to the attendance of our technicians on site, it will be necessary for all floor coverings (carpets including grippers, lino, laminate and wood plank flooring including finishing beads), furnishings, personal items and any other items preventing access to the areas of treatment to have been removed from the working area.

Dust Contamination

The stripping off of any plaster, cutting of timber and opening up of walls will create a lot of dust within the property. To help minimise the local effects of this our operators may use dust sheets in the local area of their work only. It is very important that you note that dust contamination will occur on surfaces within the property even if we use dust sheets and susceptible items, in, around, and outside of the area, should be removed or protected by you.

Although we sweep up and cart away our waste, we do not clean. Cleaning, and additional preparation of areas using dustsheets, or the storage or removal of items, will not be undertaken by us and is your responsibility.

Removal of Fixtures

Please arrange the removal of all telecommunication equipment (e.g. telephone sockets and extensions), cable and satellite television and broadband devices and wires, and burglar alarm components should these exist on surfaces that we are to work on.

Existing Electrical and Plumbing (water and gas) Systems

If we are to work on surfaces that contain electric sockets, light switches, electrical fittings, cabling, radiators/heaters and pipework (water and gas), these will require alteration to allow safe access to work. This should take the form of removal of the socket or switch faceplate and the isolation of live wiring, re-routing of cables that may exist through joists, the removal of pipes and the removal of radiators, wall heaters and appliances. This must be carried out by the client's own electrician/plumber prior to the arrival of our technicians. We do not offer to carry out this work as we are not qualified electricians or plumbers.

On completion of our work the client should then arrange for these items to be reinstated. Where replastering thickness is increased, fixing screws for faceplates may need to be longer.

Often problems pre-exist with wiring and plumbing systems prior to our work, particularly in areas of dampness. Our work may disturb existing defects, for example a weak pipe joint may fail, a corroded wire may break, a faceplate cannot be refixed, or a back box is corroded beyond repair. We cannot be held responsible for disturbing an existing fault and you should accept that you may incur electrician and plumbing costs should these circumstances arise.

If we arrive at your property and this preparation has not been undertaken, or if we are asked to cover tiled, wood or laminate flooring, we cannot accept any liability for damage that may be caused. Failure to adequately prepare may result in us not being able to treat areas as originally intended. This may result in returning problems that would not be covered by our guarantee.

If you are unsure what to do please discuss this with us PRIOR to work.

Power & Water

We will require access to a 13 amp electric power supply. Our requirement for power can be high for short periods. We normally use 110v power tools. The conversion from mains power voltage to 110v utilises a transformer and occasionally this process can trip the MCB. For this reason we will require access to the consumer unit. We reserve the right to make a charge for hiring a generator if no power supply is available. (Charge: £60.00 + vat for first day, followed by £15.00 + vat per day thereafter).

We also require access to a clean water supply for the purpose of plastering, dilution and cleaning equipment.

Health & Safety

Our work will create a lot of noise and dust. Our technicians will be subjected to this and are trained and equipped with personal protection equipment for such an environment. However, you are also at risk and are unlikely to be as protected as we are. In addition to this other dangers may exist such as slip, trip and falling hazards or where there is a risk of injury from falling debris. For this reason, you should avoid the areas we are working in. Should you experience the slightest irritation from dust or noise then we advise that you vacate the property until our work has been completed. The same applies for animals and children in your care. Failure to do so could damage your health.

We undertake risk and COSHH (Control of Substances Hazardous to Health) assessments when specifying work. By doing this we carefully consider the dangers of undertaking our work and look for the safest, most appropriate method of dealing with your problem. Never the less, dangers still exist. Again, our technicians are trained and experienced in dealing with the type of work we do, where as you may not be. Therefore please consider the dangers of entering our working zone and avoid these. Safety advice will be given and notices may be placed on site relating to specific works that we do. Please take note of these and if you require any advice then please contact us or ask a member of staff.

Your Neighbours

Where party walls are to be worked on you are advised that you must consider the Party Wall Act, 1996. You should notify the adjoining owners and occupants of our work and obtain their consent. The client must make neighbours aware that treatment of party walls will result in some noise, accompanying vibration (which might damage wall hanging items and ornaments) as well as odours. In some circumstances there may be additional risks and hazards and in such cases this will be clearly stated in the report/quotation. We will assume that you have fulfilled your Party Wall Act duties prior to commencement of our work, confirmed by your formal instruction for us to proceed.

Welfare Facilities

Both the principal contractor (you, our client) and this company have a legal requirement to provide welfare facilities to our technicians during their work on site. Welfare facilities include a flushing toilet, hand washing facilities (including hot water and soap), clean drinking water and an area to rest. We require you to supply these facilities for use during the period of the work; needless to say we will treat these facilities with utmost respect. If these facilities are not available, then alternative arrangements must be discussed with us well before the work starts. This might result in the hire of portable facilities which will increase the cost of our work.

Asbestos

Asbestos is a naturally occurring fibre that is hazardous to health. It was often used in building materials such as textured coatings, cladding, insulation, and vinyl floor tiles to name just a few uses. It is no longer used in buildings but it is possible that if it exists in your property, we could be exposed to it during our work. If we are instructed to undertake any work and find what we suspect to be asbestos, we will halt work and you will need to arrange for its identification and removal by a licensed specialist. You may be charged for this.

Waste Management

In accordance with the Control of Pollution (Amendment) Act 1989, we are licensed waste carriers through the Government's Environment Agency (registration no. CBDU105144). This means that the waste generated from this work will be handled, under our duty of care, in a prescribed manner and disposed of through a registered waste management system. The costs of this are included in our quotation/estimate.

Payment

Please note that payment is due within 7 days of satisfactory completion of the work carried out, unless other prior arrangements have been made with this office.

Payments can be made either using the following methods:-

- Cheque - made payable to Catrake Ltd.
- Bank transfer to Bank of Scotland, Catrake Ltd., A/C 01823798, Code 12-20-26. Please advise us of BACS payments so that we can forward any guarantees promptly.
- Credit / Debit card - Payments may be made over the phone by MasterCard, Maestro, Visa, Visa Electron and JCB. Credit card payments will attract a card handling charge of 1.75% of the transaction value. Payments by debit card are free of charge.