



Re-inspection Procedure

If you hold a valid guarantee for works we have carried out on a property you own and you believe the works have failed in any way we would be happy to return and re-inspect the area of concern.

WE MAKE A CHARGE OF £95 PLUS VAT TO RE-INSPECT

Our experience sadly is that the majority of re-inspections result in us discovering that the result of the failure is due to circumstances beyond our control, such as poor maintenance, broken guttering or that the issue is in an area we have not worked in.

Therefore, we would respectfully ask that you source the original report detailing the causes and specified treatments that were carried out and read over the whole survey. Generally, within the report will be a paragraph relating to additional works that may be required. These are works that were not included within the contract such as, repair works to guttering, removal of foliage, and repair to flashings, capping of chimney pots etc. It is in your interest to ensure that these works were completed and are working effectively as if they are not then our guarantee is no longer valid.

Plastering works can only be covered under the guarantee if it has been undertaken by us and not a third party – we do not guarantee other contractors work.

We thank you for checking these issues prior to contacting us to arrange an inspection.

If you wish to proceed with an inspection please can you complete the following form and send it to us along with a copy of your original report, estimate, invoice and guarantee along with payment for the re-inspection fee. Upon receiving this we will get in touch to arrange a convenient appointment.

If in the meantime you have any queries or questions, please do get in touch.

Kind Regards,

Office Manager

PLEASE NOTE

If upon inspection the works are deemed to have failed, we will carry out without charge at a mutually convenient date the works required to rectify.

The inspection fee paid will also be refunded.



Dear Sir / Madam,

If you require for us to attend and carry out a re-inspection please can you complete the following form and send it to us at the address shown on the footer along with the required copy documents and payment so that we may proceed with booking you in for an appointment.

Client Name			
Report Number <i>Example 2508250815DW</i>		Invoice Number	
Address of Property			
Post Code			
Please can you send the following:			
Copy of Report & Estimate <input type="checkbox"/>	Copy of Invoice for works <input type="checkbox"/>	Copy of Guarantee <input type="checkbox"/>	Payment of fee £114 <input type="checkbox"/>
<p>Please can you detail below your concerns of the works we carried out. and detail where (what wall/floor/area) this has issue has occurred or mark this on the sketch plan within the report this will make identifying the issue easier.</p>			

Please do send all the above to Office Manager at:

South East Timber & Damp Limited, Unit 3, Counter Buildings, Brook Street, Woodchurch KENT TN26 3SP