



The UK Guild of Handymen

Code of Conduct

See also: Terms and Conditions, Dispute Resolution Procedure, Privacy Policy

Effective Date: 1st August 2012

Experience, competence and excellence are the core values of the guild.

UK Guild of Handymen (Guild of Handymen Limited) members are expected to call upon relevant experience and be sufficiently competent to tackle a given task, completing it to a standard that represents excellence in terms of quality and value for money. Basically, members should not attempt what they cannot finish well.

Members should not quote or commence a job they have insufficient time to finish properly.

Members must have or be covered by public liability insurance and provide evidence of this on request.

General:

- members should at all times conduct themselves having regard to exhibiting good customer service, reliability, professionalism and honesty.

Quotations given should include:

- the price for the job (or a realistic estimate) or the expected duration with an hourly or day rate
- what is included in the price
- who is providing the materials and a materials estimate if these are not being supplied by the customer
- payment arrangements for larger jobs
- deposits or prepayments arranged should generally only be to cover materials purchased in advance

During the job:

- members should be trustworthy and respectful of the property of the customer at all times
- any concerns about the work should be discussed with the customer as soon as possible
- inform the customer of any unforeseen problems or delays as soon as possible
- agree any changes to a job or extra costs involved before this work commences

Afterwards:

- clean up and ensure waste is collected up for proper disposal
- pass on any advice, instructions or guarantees connected with items fitted
- offer to return should there be any problems with the work

Disagreements:

- try and resolve any disagreement with a customer by discussion
- utilise the UK Guild of Handymen dispute handling procedure if a satisfactory solution cannot be found

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