

## Terms and Conditions

- Full written quotations are provided once we have viewed the property and discussed the work required.
- Our quotes are valid for 30 days
- Payment is on completion of the project

## Service Commitment

### Maintaining the security of your property

You and your property are important to us and we take security seriously. We do not allow anyone in your home unless you have told us to expect them. We do not answer the phone or tell callers where you are. Keys and alarm codes are held by a designated key holder and only for the duration of the project.

Alarm sensors will not be disconnected during the project unless specified by the client and an authorised installer used.

### Code of conduct

Whilst on site all members of the Juniper-ash team

- ✓ Will not smoke in or around the property
- ✓ Will keep noise to a minimum including the use of radios
- ✓ Will not use inappropriate or offensive language
- ✓ Will maintain a clean and safe work area
- ✓ Will at all times ensure the safety and security of you and your property

### Protecting the work area and access route

Depending on the area being decorated and the type of flooring laid different methods of protection are used.

### Adhesive carpet/wood floor protector

Offers excellent levels of protection and is regularly used in areas of high foot traffic or on larger projects. Adhesive protector is laid at the start of works and will remain in place for the duration of the project. It is safe to walk on and will withstand heavy wear.

Adhesive protector is used as standard on stairways as it offers the best level of safety.

### Plastic backed drop cloths

Plastic backed drop cloths are the standard method of protection and are often used in conjunction with the adhesive protector. Drop cloths are either laid at the beginning of a project and taped down or used to offer temporary protection to areas depending on the project and the needs of the client.

In areas of high foot traffic drop cloths are not used due to the risk of trips and slips.



### **Fabric drapes & additional protective coverings**

Fabric drapes are used to cover large items of furniture not cleared from a room.

Parcel paper, felt, cling film, plastic sheeting and tape are also used when required to wrap large items of antique furniture, electrical items etc for protection during a project.

### **Preparation of internal woodwork – standard method**

Where previously painted woodwork is being re-painted then the following method of preparation is used prior to the application of paint:-

- Sanding with a medium weight abrasive to create a key for the new paint
- Removal of dust and washing down with a mild detergent to remove grease

### **Filling of drilled holes**

Unless otherwise agreed with the client drilled holes will not be filled

### **Remedial work**

At Juniper-ash we take pride in our attention to detail. As standard we carry out the minor remedial work needed to achieve the high standard of finish our service is based on

- Filling of cracks and repair of small areas of loose substrate
- Caulking of joints between substrates (e.g. coving and walls, skirting and walls)
- Repair of damage around sockets and light switches
- Sanding back or removal of areas of rough plaster from previous alterations

We carry as standard a range of high quality fillers, caulk and bonding agents to achieve a high standard of lasting repair

### **Large repairs or specialist work**

Juniper-ash work with a team of trusted professionals and can arrange for work to be undertaken in conjunction with the decorating project.

### **Cleaning of equipment**

Cleaning of equipment is carried out off site unless a designated area has been identified for the purpose with the client. Dirty water is disposed of via the storm drains.

### **Maintaining a safe and clean work area**

At the end of each working day the work area and access route will be left clean, tidy and safe. Specific arrangement will be made with the client at the start of the project with regard to storage of any equipment left on site and will reflect the needs and safety of the client and their family.

Rubbish generated by the decorating project (removal of wallpaper etc) will be removed by Juniper-ash and disposed of in accordance with COSHH regulations. [www.hse.gov.uk](http://www.hse.gov.uk)



**On completion of the project:**

- All protection will be removed
- All equipment and materials will be removed
- Paint cans will be recycled where possible or disposed of in accordance with COSHH regulations
- Remaining paint will either be left with the client or re-cycled through Community Re-paint [www.communityrepaint.org.uk](http://www.communityrepaint.org.uk)
- The work area and access route will be left in a clean and tidy condition ready for the re-instatement of furniture.

**Our commitment to sustainability and the environment**  
**Decorating doesn't have to cost the earth**

At Juniper ash we are committed to reducing the impact of decorating on the environment.

- We recycle where possible and are members of the Dulux can recycling scheme
- Items needing to be disposed of are done so in accordance with COSHH regulations
- We use recycled cardboard paint trays and kettles that can be composted when they reach the end of their useable life.
- The brushes and rollers we use are made from recycled and sustainable materials. [www.EcoEzee.com](http://www.EcoEzee.com)
- We continually research new products and update our product knowledge
- We recycle unused and unwanted paint through the Community Re-paint scheme

For further information about our commitment to sustainability visit our Environment page